Nancy is an accomplished international business and technology strategist with over 30 years of hands-on experience in the technology sector. She excels in defining and executing strategies, and leading large-scale projects across Hospitality, CPG, Enterprise B2B, and Public Sector industries.

She has designed and implemented solutions utilizing AI and ML, significantly enhancing organizational capabilities. Her expertise includes developing next-generation AI solutions, such as generative text and voice conversational AI. Nancy works at the forefront of future AI/ML trends, including augmented intelligence, ethical AI, and hyper-personalization. She is dedicated to leveraging AI to empower human decision-making, ensure fairness and transparency, and deliver highly personalized user experiences.

Her proven successes span customer experience, loyalty, revenue, operations, finance, and digital domains. Specific to the hospitality industry, her skills include Property Management Systems (PMS), Point of Sale (POS) systems, booking engines, revenue systems, CRM, loyalty programs, ERP, portfolio management, event management, sales and catering, VIP identity management, in-room technology, digital entertainment, construction management, project management, AI/ML, and business intelligence.

Nancy holds a bachelor's degree in Industrial & Systems Engineering from Georgia Tech, an MBA from Nova Southeastern University, and professional certifications in AI and ML from MIT.