

**San Antonio GBTA  
February 22, 2020 Meeting  
Maximizing Your TMC Partnership Panel**

**Moderator**



**Sarah Eury**

Director, Services and Subcontracts – Southwest Research Institute

*Sarah has been at Southwest Research Institute (SwRI) for over 19 years, primarily in Procurement, but has been involved in Travel since 2005. As part of her role as Director of Services and Subcontracts, she is responsible for an onsite Travel Department in a “Rent a Plate” configuration with a Travel Supervisor and one agent, along with an online booking tool. The department is responsible for an annual Travel Spend of approximately \$7M, ensuring travel is scheduled within Federal Travel Regulation constraints, while still meeting SwRI traveler’s needs, safety and comfort. She joined GBTA (formerly NBTA) in 2008 and the San Antonio GBTA chapter at its inception in 2014 and has been heavily involved in our local chapter since, filling various roles.*

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**Panel**



**Kathy Cox**

Corporate Service Manager – Whataburger

*Kathy began working for Whataburger back in 1983 and spent twenty-one years in accounting, ten years in supply chain/procurement and five years in corporate services. Travel landed on her plate in different capacities within the last ten years of her career. She manages the Corporate Services team who provide a variety of services such as travel, company vehicles, copiers, and office supplies to name a few. Kathy works with her travel professional to manage the travel program in tandem with the travel management company CTP/CTM. The team brings a great value to the company as they work through travel technology upgrades, updating policies, keeping an eye on compliance, and reporting KPI to senior leadership along the way. Kathy has been a volunteer ambassador at the National level several times and a member of the San Antonio GBTA Chapter since 2015. She currently serves as the chapter treasurer*

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**Krisna Dooley**

Global Travel & Expense Manager – Rackspace

*Krisna began her journey in travel in 2004 when she worked at Travelocity as an agent specializing in Mexico, Caribbean, Hawaii, Ski, and Disney bookings. After a few years with Travelocity she worked government travel with CWT, then began a ten year career at Amex GBT. While working for Amex GBT, Krisna moved from travel counselor, to help desk, team leader, and finally finding her place as a business systems analyst. As an analyst Krisna worked as part of the Release Test Team where she completed User Acceptance Testing; advancing to a role that including supporting and building out accounts win Concur and Sabre and Apollo GDS. In 2018, Krisna took on a career change and began working on the customer side of travel as Global Travel and Expense Manager for Rackspace supporting ten countries. As Travel Manager she has worked to align the processes and policies for Travel and Expense across all countries and has managed changes in travel policies as well as transitioning to a single TMC globally.*

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**Tyler Poyton**

Global Sales Director – Fox World Travel

*Tyler brings a fresh approach to travel management with over 10+ years of travel industry experience in corporate sales previously with Avis Budget Group, Direct Travel and ADTRAV prior to becoming the Global Sales Director role at Fox World Travel. He understands the shifts taking place in the travel landscape to help tailor solutions that best serve business travelers, organizational objectives and the goals of travel administrators. Tyler is a previous Board Member with SAGBTA serving as Co-Chair of Membership and is currently an active member of GBTA & SAGBTA. He was previously a member of the Chicago and Wisconsin GBTA chapters*

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**Christy Shafer**

**SVP/GM Central Region – CTM**

*Christy is a dynamic, results-driven travel industry professional with 16 years of experience in customer relationships, problem solving, and business development. She uses visionary, strategic and conceptual thinking to generate new ideas and initiate change. She joined CTM in 2017 and is currently leading the Central Region.*

*Prior to joining CTM, she successfully managed corporate accounts and account management teams for industry players, including BCD Travel, and TSI USA,*

*As part of CTM's senior leadership team, Christy is responsible for sales, operations and account management for the Central Region of Corporate Travel Management, including P&L, staffing, and ultimate client retention responsibility. Christy's strong communications and teambuilding skills allow her to coordinate cross-functional groups to accomplish objectives and effectively deliver CTM service and technology solutions to each customer in a fast-paced, high-growth and diverse environment.*