



## Speaker Bio



**Jeff Bzdawka**  
Chief Operating Officer  
TravelCLICK Inc.

*Expertise:* Hotel Distribution Trends

As COO, Jeff is responsible for TravelCLICK's global operations, including product development, product management and marketing, and service delivery. He directs the customer-facing organization that supports TravelCLICK's growing global customer base of 14,000+ hotels using its distribution, emarketing, and intelligence products. Jeff is recognized for his expertise in elevating the customer experience with technology and service innovation. Since joining TravelCLICK in 2004, he has helped lead the company to five consecutive years of 20% growth and almost \$200 million in revenue. His unique ability to combine service strategy with business best practice provides the leadership and inspiration that keep TravelCLICK advancing as a market leader.

With over 25 years of customer service, operations, and technology experience, Jeff's career also includes working on the hotel operator side of the business with Hyatt Corporation and Homestead Village Hotels, where he served as Vice President of Strategic Information Systems and Chief Information Officer. Before joining TravelCLICK, he was Senior Vice President of Service Delivery for Pegasus Solutions and part of the management team at SABRE Decision Technologies.

Jeff received a degree in hotel, restaurant and institutional management from the University of Wisconsin-Stout in Menomonie, Wisconsin.

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