



JANET WHEATLEY

Vice President, Traveler & Transaction Services Carlson Wagonlit Travel—North America

As Vice President, Traveler & Transaction Services for Carlson Wagonlit Travel (CWT) North America, Janet Wheatley is responsible for customer service and fulfillment lines of business, support services, programming, training, and continuous improvement, as well as service quality, and research and implementation of new operations technology throughout the U.S. She reports to Håkan Ericsson, President, CWT North America and Latin America, and Berthold Trenkel, EVP, Traveler & Transaction Services.

A Certified Travel Consultant (CTC), Janet has been with CWT since its merger with Maritz Travel Company in 2004. She has an extensive background in operations management, sales and marketing management, and general management. She is credited with creating the industry's first corporate online fulfillment department, which has achieved customer satisfaction scores consistently higher than the industry average.

With CWT and Maritz for more than 26 years, Janet has held positions of increasing responsibility within the corporate travel and airline business, including effectively leading a staff of more than 2000 to achieve customer service goals, leading to yearly increases in customer satisfaction scores 12.2 percent higher than the industry standard. She also created a centralized operations organization, resulting in efficiencies that reduced division expenses by more than six million dollars annually.

Janet is a graduate of the University of Missouri and of executive courses at the Aresty Institute.