

# Jurgen Meyer

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## Hospitality IT Professional – Innovative and Visionary Design and Implementation

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An accomplished and highly capable **Hospitality IT Professional** with a unique combination of business acumen and IT technical ability translating objectives into actionable plans and matching technology capabilities to business needs. A visionary and entrepreneurial leader with polished interpersonal skills. This knowledgeable and results oriented leader demonstrates a proven track record of designing and executing high quality IT solutions to support global business and development strategies. With a versatile approach and a wealth of experience in all areas, driving change to achieve operational excellence and improved performance, will be an asset providing consultancy and leadership to any forward-thinking organisation.

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### Skills

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<b>CIO/CTO Consultancy</b>	Cost effective short term provision of comprehensive IT&T skills portfolio
<b>Strategic IT Planning</b>	Alignment of IT processes, trends, and strategies to all business objectives
<b>Enterprise Architecture</b>	State-of-the-art, reliable and business-enabling IT infrastructure & services
<b>Change Management</b>	Minimizes disruption during transition toward business process improvement
<b>Project Management</b>	Proven ability to take complex technical projects from concept to completion
<b>People Management</b>	Strong and decisive leadership of cross-functional and multi-cultural teams
<b>Disaster Recovery</b>	Comprehensive contingency & disaster recovery planning (BCP) services
<b>Cloud computing</b>	Moved multiple operations onto cloud platforms reducing overall expenses
<b>Handbooks</b>	Clear and concise authoring of full Policies & Procedures
<b>Languages</b>	German (Native), English (Fluent), French (Intermediate)

Tendering Process/Bid Management, Hardware/Software Installations, Configuration Management, Communications, Property Management Systems, Central Systems, Point of Sale Systems, Back of House Accounting, Inventory, Cost Control & HR Systems, Engineering Systems, Converged Networks, PBX/Communication systems

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### Selected Career Achievements

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- ✓ Designed and implemented cost effective hospitality technology for over 50 hotels, resorts and spas
  - ✓ Integration of mobile GSM technology into office PABX functionality
  - ✓ Designed, prepared, purchased & deployed entire IT&T infrastructure for 70 staff offices in record time
  - ✓ Defined and implemented innovative guest touch technology breeding guest loyalty, increasing revenue
  - ✓ Conducted full IT risk assessment including business continuity, business process mapping,
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### Career History

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Apr 2014 to May 2017      Macau Legend Development Limited      ([www.macaulegend.com](http://www.macaulegend.com))

**IT Projects Director** – Managing all group IT&T Projects, highlights are:

- Migration from HIS to Oracle Opera & Symphony, upgrade Vingcard and PABX for 2 hotels
  - Opening Harbourview Hotel - all IT&T systems
  - IT&T design for Palace Hotel and Legendale Hotel in pre-construction stage
  - Implementation of core enterprise systems (Procurement/Inventory, Preventive Maintenance)
  - In-depth review of and retraining on WiseTop HR & Payroll system processing 4,000 staff
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Sep 2010 to date      Creative Group Enterprises Limited      ([www.jurgenmeyer.com](http://www.jurgenmeyer.com))

**Hospitality IT Professional and Company Owner**

Offering a range of IT services to the hospitality industry on a consultancy / project basis

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Oct 2000 to date      Pertlink Limited      ([www.pertlink.net](http://www.pertlink.net))

**Senior Associate** with the brief to continue with the design and implementation of innovative guest technology throughout all areas of a property with a focus on driving business to enhance profitability

- Completed detailed property analysis of marketing objectives and budgets to implement technologies supporting uniqueness and setting them apart in their competitive set
  - Implemented strategies to continuously update knowledge base and experience resulting in increased revenue, developed customer loyalty and improved staff productivity
  - Recognised for multiple successes with significant ROI being a key contributor
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Aug 2008 to Sep 2010

Six Senses Resorts, Residences & Spas

([www.sixsenses.com](http://www.sixsenses.com))

**Chief Information Officer**

Defined an IT strategy and implemented technology to align with long term Sales & Marketing objectives

- Conducted a major cost reduction and productivity review in response to the financial crises
- Designed and planned Micros Fidelio Opera Enterprise solution incl. central reservations, customer profiles, sales & marketing, business intelligence and web applications
- Designed & planned to implement hosted software solution for international spa operation
- Moved Exchange email system to Google Apps Enterprise solution (Premier Edition)
- Designed, installed and opened multiple resorts with residential elements and standalone spas worldwide with full IT&T deployment

Dec 1986 to Feb 1999

Mandarin Oriental Hotel Group (Head Office) ([www.mandarin-oriental.com](http://www.mandarin-oriental.com))

**Group Information Technology Director (CIO, CTO)**

Pioneered the introduction of IT systems to the hotel group as the first CIO

- Evaluated system performance and functionality; replaced the IBM S/36 with LAN based Micros Fidelio PMS, POS, F&B, Sales & Catering and Engineering, Back Office, PABX VoD, interfaces and Call Accounting Systems, Door Lock systems in all hotels worldwide
- Implemented HIS and Acom systems on IBM S/36, interfaces, call accounting, Micros POS, PABX in all hotels worldwide
- Responsible for the introduction of hospitality automation throughout the hotel group
- Continually identified new technology to enhance business performance
- Accountable for employee training and documentation of IT operation policies and procedures
- Negotiated strategic software, hardware and services including group purchasing agreements to protect and improve investment profits and shareholder value
- Managed global computerisation including the implementation of the groups unified messaging system, a central document management & repository system and head office automation

**Early Career**

Jan 1982 to Nov 1986

Intercontinental Hotels

([www.ihg.com](http://www.ihg.com))

**Regional Management Information Systems Manager**

IHG Dubai, UAE

1984 to 1986

**Installation Specialist**

IHG worldwide (IHG head office, New York, USA)

1982 to 1984

**Income Auditor, Paymaster, Computer Systems Manager**, Montparnasse Sheraton Hotel, Paris, France

**Income Auditor, Night Auditor**

Hilton Orly, Orly Aéroport, France

**Night Manager, Night Auditor**

Holiday Inn, Luxembourg

**Education & Qualifications**

*Dr. Jungbecker Höhere Handelsschule*

Diploma in Business Administration, Düsseldorf, Germany

*Schweizerische Fachschule für das Gastgewerbe Belvoirpark*

Hospitality Management School - Diploma, Zürich, Switzerland

**Project Portfolio**

New Orleans Inter Continental, New Orleans, Louisiana, USA

hotel opening, installation

Houston Inter Continental, Houston, Texas, USA

hotel opening, installation

San Diego Inter Continental, San Diego, California, USA

hotel opening, installation

Al Bustan Palace Hotel, Muscat, Oman

hotel opening, installation

Borobudur Inter Continental, Jakarta, Indonesia

installation

Bonaventure Inter Continental, Fort Lauderdale, Florida, USA

installation

Dubai Inter Continental, Dubai, United Arab Emirates

installation

Muscat Inter Continental, Muscat, Oman

installation

Riyadh Inter Continental, Riyadh, Kingdom of Saudi Arabia

installation

Semiramis Inter Continental, Cairo, Egypt

installation planning

Tamanaco Inter Continental, Caracas, Venezuela

installation planning

Kinshasa Inter Continental, Kinshasa, Zaire

installation planning

Sydney Inter Continental, Sydney, Australia

opening systems audit

Barclay Inter Continental, New York, New York, USA

systems audit

Pavilion Inter Continental, Singapore

systems audit

St. Anthony Inter Continental, San Antonio, Texas, USA

systems audit

Abu Dhabi Inter Continental, Abu Dhabi, United Arab Emirates

systems audit

De La Ville Inter Continental, Rome, Italy

systems audit

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## Project Portfolio ...

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Mandarin Oriental, San Francisco, California, USA	hotel opening, design, installation
The Oriental, Singapore	hotel opening, design, installation
Bela Vista, Macau	hotel opening, design, installation
Mandarin Oriental, Koh Samui, Thailand	hotel opening, design, installation
Mandarin Oriental, Surabaya, Indonesia	hotel opening, design, installation
Mandarin Oriental, Kuala Lumpur, Malaysia	hotel opening, design, installation
Rosedale on the Park, Hong Kong	hotel opening, design, installation
Langham Place Hotel, Mong Kok, Hong Kong	hotel opening, design, installation
Park Place, Shanghai, China	hotel opening, design, installation
Sofitel Wanda, Beijing, China	hotel opening, design, installation
Mandarin Oriental, Hong Kong	design, installation
Mandarin Oriental, Manila, Philippines	design, installation
The Excelsior, Hong Kong	design, installation
Mandarin Oriental, Jakarta, Indonesia	design, installation
Mandarin Oriental, Macau	design, installation
The Oriental, Bangkok, Thailand	design, installation
Phuket Yacht Club, Phuket, Thailand	design, installation
Kahala Mandarin Oriental, Hawaii, USA	design, installation
Mandarin Oriental Hyde Park, London, United Kingdom	design, installation
Mandarin Oriental Hotel Group Head Office, Hong Kong	design, installation
Six Senses, Bangkok, Thailand, New Office, new IT	design, installation
Proud Group, Bangkok, Thailand, New Office, new IT	design, installation
Mandarin Oriental, Miami, Florida USA	hotel opening, design
Hong Kong Jockey Club	Materials Management RFP
The Luxe Manor, TST, Hong Kong	hotel renovation/re-branding, design, installation
Henderson Hotel Management Ltd., Hong Kong	post installation review, BCP, P&P
Soneva Kiri by Six Senses, Koh Kood, Thailand	resort opening, design, installation
Six Senses Resort Laamu, Maldives	resort opening, design, installation
Six Senses Spas: Westin Paris, Pan Peninsula London, Intercon Port Ghalib Egypt	design, installation
Absolute Hotels Group, Bangkok, Thailand	Corporate IT&T Standards Manual
Rembrandt Hotel & Tower, Bangkok, Thailand	Complete Wi-Fi solution design and installation
Glowfish Serviced Offices, Asoke, Bangkok, TH	IT&T infrastructure design & installation
Marriott International, Asia Pacific	In-Room Technology Review for all Marriott Brands
Ad Lip Hotel, Bangkok, Thailand	complete IT&T design
Macau Legend Development, Macau	IT&T systems review
Harbourview Hotel, Fisherman's Wharf, Macau	hotel opening, installation
Rocks Hotel, Fisherman's Wharf, Macau	PMS+POS migration to Oracle, Vingcard, PABX upgrade
The Landmark hotel, Macau	Migrate PMS+POS to Oracle Micros, Vingcard, PABX upgrade
Legend Palace Hotel, Fisherman's Wharf, Macau	hotel opening, design, installation

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