Improving Business Outcomes with Digital Experience

Panel Discussion

Jaime D’Anna
Sr Solution Dir, Dynatrace

Carlos Gutierrez-Menoyo
Sr Operations Mgr, Royal Caribbean, Intl

Venkat Rayabudi
Mgr of eCommerce Operations, Neiman Marcus
Carlos joined Royal Caribbean in 2013 as an analyst. As a member of their digital marketing leadership team, he now leads a team of highly experienced professionals who’s focus is everything BizDevOps. From automatic pipelines, to service virtualization, to all things DEM, Carlos and his team are constantly asking themselves and those around them: “How can we make this better”?

Royal Caribbean sets the standard for cruise vacations, thanks to a company culture that expects nothing less than continuous improvement and an unwavering commitment to guest satisfaction. By seamlessly fusing digital innovations, they ensures that the guest experience always comes first.
About Neiman Marcus

- Five luxury retailers — Neiman Marcus, Bergdorf Goodman, Last Call, Horchow and mytheresa.com — make up the Neiman Marcus Group.
- Founded in 1907
- 42 Neiman Marcus stores across the United States
- Two Bergdorf Goodman stores in Manhattan
- 29 Last Call clearance centers
- 3 Last Call Studios
- Serving online customers including mobile through ecommerce websites for the last 17 years

eCommerce Operations

Highly passionate to work on performance, monitoring, resiliency and stability. Leads team focusing on delivering business results by focusing on performance engineering and automation areas. Always striving on improving IQ, EQ and LQ. Works with macro patience and micro speed.
Resources

• www.dynatrace.com
  • 15-Day Free Trail
  • Collateral, Videos, Case Studies

• Dynatrace Blog
Thank you