

## 2010 World Cargo Symposium Speaker Biographies Air Mail



**Christophe Eggers**  
**Head of International Network & Transport**  
**La Poste**

Christophe has been involved 25 years in Logistics, both on manufacturers and service providers' sides.

Starting with a leading government electronics company on the management of large export turnkey projects, Christophe built a strong experience in transport management, warehousing operations management, and sales administration.

Joining a major integrator in its early days in France, Christophe moved from Industrial Engineering to Operations, helping in the setting up of the French and European ground network. Then he was instrumental in arranging for the move of the Air Operations from the Orly to the Roissy CDG gateway.

Back on the shipper's side, Christophe led the Transport team for the France and Benelux based international operations at a multinational imaging company, and was in the project team responsible for the change in the logistics network moving it from a country-based organization to a European set up.

Christophe then spent 2 years with a subsidiary of a fast growing communication group, acting as a logistics service provider for its publishing, telecommunications and television sister companies.

This paved the way back to the service provider's side, where he got involved in Value Added Transport and Logistics Services for the banking and computer industry, before joining La Poste, the French postal operator, where he manages the International Networks, covering Transport and operational relations with the other postal operators.

Christophe graduated from the École Supérieure des Transports (Paris), and followed a Master course in Supply Chain Management.



**Mark Gilbert, Manager**  
**Postal Affairs**  
**American Airlines**

Mark's 38 years of airline experience includes responsibilities for airport operations, employee training and development, and postal affairs. Currently Manager of Postal Affairs for American, amongst many other positions Mark was previously the Director of Postal Affairs and the Denver Colorado station manager for TWA. He is the chairman of the IATA Airmail Panel and has served as the chairman of the Postal Advisory Committee of the Air Transport Association of America. His education includes a BA degree in chemistry and MBA programs at New York University Stern School of Business and the Leeds School at the University of Colorado.



**Ross Hinds**  
**Director Operations and Technology**  
**International Post Corporation**

Ross Hinds is Director Operations & Technology at the International Post Corporation (IPC).

He is responsible for ensuring the delivery of high performance international mail services and for the information technology infrastructure required to achieve this.

Prior to coming to IPC he was with An Post in Ireland where he held a variety of the top management positions as Assistant Chief Executive with responsibility at different times for mail and retail operations, marketing, information technology, business planning, purchasing, property, transport, license collection services, and security.

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During his career before that he worked as an Information Technology Specialist, a Telecommunications Engineer, and as a secondary school teacher. He is a former Chairman of the Irish Computer Society and lectured for 10 years on Database Technology at Trinity College, Dublin.

He is a physics graduate of Trinity College Dublin, a Chartered Engineer, a Fellow of the Irish Computer Society and a member of ACM and IEEE Computer Society.



**Thomas Höhl**  
**Managing Director**  
**Airmail Centre Frankfurt**

1979 – 1982 Degree in Economics and Organisational Science at the University of the German Armed Forces, Munich

1978 – 1990 Officer of the Logistics Corps of the German Federal Armed Forces

1990 Entry at Deutsche Lufthansa Cargo AG

1991 Department for Marketing Communication Cargo in Germany

1992 Project Manager “Introduction of New Cargo EDP systems”

1993 Head of Airmail Department with responsibility for the handling of the total mail volume of Deutsche Lufthansa AG at the Frankfurt hub

Since 1995 Executive at the newly founded Airmail Center Frankfurt GmbH



**Mr. Akio Miyaji**  
**Quality of Service Coordinator, International Bureau**  
**Universal Postal Union (UPU)**

Akio Miyaji, joined the UPU International Bureau as Quality of Service Coordinator in September 2005.

Working in the Operations and Technology Directorate (DOT), Akio has been assuming the coordination role for quality improvement of international mail services and also acting as Deputy Director of the DOT.

Within the International Bureau, Akio leads important project activities relating to the enhancement of the worldwide postal supply chain network which covers postal product development; security; quality measurement and improvement; and facilitation of the processing of mail in cooperation with airline companies and customs authorities.

From 2004 to 2005, Akio was General Manager of the International Business Development Division in Japan Post.

From 1998 to 2004, Akio held the post of Deputy Director of the International Affairs Division in the Ministry of Posts and Telecommunications, Ministry of Internal Affairs and Communications and subsequently in Japan Post.

Akio had represented Japan on many important international conferences and meetings including UPU congresses in Seoul, Beijing and Bucharest.

From 2003 to 2005, Akio was the Chairman of the EMS Cooperative of the UPU.

Akio started his international career in 1983 joining the International Postal Affairs Division of the Ministry of Posts and Telecommunications in Japan.

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**Pranab Shah**  
Vice President and Managing Director, Global Business  
United States Postal Service

Pranab Shah began his role as Vice President and Managing Director, Global Business in February 2009. He is responsible for managing the Postal Service's worldwide trade with a focus on international business management, international financial and commercial analysis, global network strategy and technology, and international relations. He also manages international operations, including the Postal Service's five International Service Centers.

In his previous position as Executive Director of Global Business Strategy and Technology, Shah developed new strategies and solutions for the Postal Service's international products. He also led the introduction of new business development initiatives with key foreign postal administrations and private integrators in Europe and Asia. Prior to joining Global Business, Shah served as the Manager of Network Operations Development in early 2001. In that position, he oversaw development of new strategies and concepts for postal mail processing and transportation networks, including information technology systems, and solutions for supporting the day-to-day operations of these networks. He led a team that redefined the postal network and contributed to such critical programs as Evolutionary Network Development Surface Visibility, TOPS (Transportation, Optimization, Planning, and Scheduling) and FAST (Facility Access and Shipment Tracking).

Shah was a senior executive in the private sector before joining the Postal Service, bringing with him ten years of international management consulting experience in the areas of business strategy, supply chain management, and emerging technologies across a wide array of industries including retail, manufacturing, high-tech, and health care.

Shah holds a Bachelor of Science degree in industrial and systems engineering from the Maharaja Sayajiro University, India, and a master's in business administration from the University of Wales, United Kingdom.

Shah resides in Maryland with his wife and two sons.



**Mike Shearon**  
General Manager Regional Operations, Pacific Region  
Canada Post Corporation

Since joining Canada Post as a Postal Clerk with the Ottawa Mail Processing Plant in 1993, Mike has held a number of progressively demanding roles in Operations, including: Superintendent, Planning and Control, Manager, York Distribution Centre Parcel Hub, Director, Delivery and Retail Operations and Director, Operations, Halifax; and his recent role of Director, Plant Operations, Toronto Gateway Processing Plant.

Mike earned a Bachelor of Arts degree (Law) from Carleton University in Ottawa and is certified as a Six Sigma Lean Black Belt. Mike's Lean Black Belt Certification provides a basic knowledge of team leadership and dynamics as well as the ability to lead major projects and identify non-value-added activities.



**Peter Somers**  
Managing Director  
Belgian Post International

Peter Somers is member of the Executive Committee of Belgian Post and Managing Director of Belgian Post International, a business unit of Belgian Post.

Being responsible for the international mail business of Belgian Post, he is now actively working on a renewed strategy for the international expansion of Belgian Post International. The increased competition caused by the liberalisation of the European postal market is a serious challenge that he believes calls for new strategic thinking, tactical action and operational conduct.

Peter Somers is a seasoned international logistics director with more than 20 years experience from executive positions in leading transport and distribution companies in Belgium, The Netherlands and



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United Kingdom. In the postal and logistics market, he has in-depth expertise in designing and implementing distribution systems.

Peter joined Belgian Post in 2000 as Managing Director of DeltaMedia SA/NV, and as Director Press Distribution. Both units of Belgian Post.

After having successfully redesigned and implemented a new and efficient distribution system for newspapers, magazines and non-addressed mail, he was appointed Managing Director of Belgian Post International in June 2002. He retained the position as Managing Director of DeltaMedia till 2004, but relinquished a directorship in Press Distribution upon his appointment. He became member of the Executive Committee in 2007.

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### **Jorgen van Mook** **International Post Corporation**

Jorgen is Dutch born in Tilburg and he completed his studies in Amsterdam as master of Political Science. Jorgen has worked for 16 years in the postal business, starting at TNT Post in Amsterdam and for the last 8 years working at the International Post Corporation (IPC) in Brussels. Jorgen is 42 years, married and has two children.

As Manager Operations Planning at IPC, Jorgen has been involved in different projects to improve the interoperability between the different IPC member Posts' postal processes, reducing costs and increasing quality of service. Currently he is coordinating the IPC Future of Mail by Air initiative, involving a group of Posts and passenger Carriers to optimize business processes and integrate systems to jointly create step by step a reliable and sustainable air network for mail carriage in the future.

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