

## 2010 World Cargo Symposium Speaker Biographies Quality



**Kyle Betterton**  
**Vice President, United Cargo**  
**Managing Director, United Airlines**

Kyle Betterton is vice president – United Cargo and managing director – United Airlines. He is based at United Airlines' Operations Center in suburban Chicago.

Named to his current position in January 2008, Betterton is responsible for all United Cargo operations, customer service, sales and marketing activities, sales planning, revenue management and technology solutions.

Since joining United in 1993, Betterton has held a number of posts in customer service, cargo service and ramp operations as well as cargo and passenger sales. He previously served as United's managing director – Airport Operations & Cargo for Europe, the Middle East, Africa, and South America.

Betterton currently serves on the board for Cargo 2000, is vice-chairman of the Air Transport Association Cargo Council and is a trustee of The International Air Cargo Association (TIACA).



**Michael ("Mick") Fountain**  
**CEO & President**  
**Global Freight Management and Logistics, OHL**

Mick is a 36-year veteran of the global logistics industry, starting his career with Lep Air Services in the UK and moving to Jardine Air Cargo. He left the UK in 1982 and emigrated to the US to start operations for Jardine Air Cargo in Dallas, Texas.

Following the purchase of Jardine Air Cargo by MSAS, Mick assumed various management positions including President of US Operations, CEO Americas and CEO Americas / Pacific. When MSAS merged with Exel, Mick served as the CEO for Freight Management and Technology in Americas and Europe. Soon after this, he was appointed as an Executive to Exel PLC's Board and served in this capacity until the company was acquired by Deutsche Post.

In 2006, Mick joined OHL to establish a global freight management platform and today is President & CEO Global Freight Management and Logistics, a division of OHL. Mick is the Chairman of Cargo 2000 and a director of CNS, which is the North American Governance Group for the International Air Transport Association (IATA). He and his wife are strong supporters of the Down Syndrome League.



**KEYNOTE:**  
**Jim Patton**  
**Director for Global Trade Policy and Compliance**  
**Microsoft**

Jim Patton is the Director for Global Trade Policy and Compliance at Microsoft. In his current role he and his team develop, implement and manage corporate trade compliance rules across Microsoft and its sales and operations in over 100 countries. Jim also is the senior official at Microsoft for trade policy issues, addressing government agencies and international organizations on matters of customs and export controls.

Jim joined Microsoft in 2007; and was previously the Director for Trade, Cargo and Maritime Security Policy at the Department of Homeland Security (DHS). While with DHS he led the Administration's engagement with Congress in its passing the SAFE Port Act; and also represented the US Government in its WTO Trade Facilitation negotiations. Prior to joining DHS, Jim worked with the Transportation Security Administration and the World Trade Organization and taught International Trade Law and Public International Law at the University of Maryland.

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**Michael G. Vorwerk**  
**President**  
**Cargo Network Services Corporation (CNS)**

Michael Vorwerk was born in Berlin. After graduating from high school, he took a professional education in logistics management, where he specialized in air cargo. He then completed a Master of International Management degree at the McGill University in Montreal/Canada.

Vorwerk began his career 1979 at Lufthansa in the Cargo Sales department in Berlin, where he was given various responsibilities. From 1985 to 1987, Vorwerk was Assistant of the Lufthansa Cargo Director Germany. During this time, he completed a management trainee program that rotated him through central departments and projects.

In October 1987, Michael Vorwerk became Director at the Lufthansa Regional Headquarters in France and was put in charge of the Regional Cargo Organization in France in 1992. As part of the consolidation of the European freight organization, in 1994 he added the Iberian Peninsula to his portfolio. In 1995, he transferred to the American Headquarters of Lufthansa Cargo in Atlanta as Vice President USA, Canada, and Mexico.

In January 2000, Vorwerk returned to Lufthansa Corporate Headquarters in Frankfurt, reporting to the Chairman of the Executive Board. He was responsible for a strategic project to realign Lufthansa Cargo AG. After successfully completing the project, the Executive Board appointed Michael Vorwerk to the position of Vice President Global Key Account Management in June 2001. In February 2005, he became Managing Director and COO of LifeConEx, a joint venture of Lufthansa Cargo and DHL Global Forwarding based in Plantation, Florida. LifeConEx is an industry-specific provider of integrated end-to-end temperature controlled transportation solutions for the Life Science Industry.

The Board of Directors of Cargo Network Services Corporation (CNS) appointed Michael Vorwerk, effective 1 March 2009, President of CNS, which is a wholly owned subsidiary of the International Air Transportation Association (IATA), and based in Miami, Florida. As an integral part of his President CNS role he is IATA Regional Director Cargo Americas, covering Canada, Central / Latin America and Executive Director for Cargo 2000, accountable to the Cargo 2000 Board. Cargo 2000, is an IATA interest group of major participants from the Global Airfreight Industry, focusing on implementing a quality management system for worldwide air cargo.

Michael Vorwerk and his wife Karin reside in Florida; they have three sons.

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**Cindy Yamamoto**  
**SVP, Global Logistics Product Strategy**  
**Descartes**

Cindy is responsible for leading the strategy for Descartes Global Logistics suite of products including international transportation management, contract and price management, forwarding solutions and the Global Logistics Network business document exchange services. Cindy has over 25 years of experience in international business, including product management, financial supply chain management, business development, operations and quality process management. Prior to joining Descartes, Cindy held senior positions with OOCL, a leading global ocean carrier, and BillingZone, a technology company offering financial solutions for automating invoice receipt and payments.

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**Richard J. Zablocki**  
**Vice President**  
**CEVA Logistics**

Having just completed his 35<sup>th</sup> year in the transportation industry, Rich Zablocki has been on both sides with his first 10 years of experience earned at American and Pan American airlines before moving to the small package express industry and later through acquisition the heavy freight side of the business with Emery Worldwide. Richard later joined the Eagle Logistics organization in 2005 which is now known as CEVA Logistics as Vice President for Air Products. In this position he has responsibility for managing air freight services for CEVA through his relationship with the airline community.

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