Colt Cooper Consulting

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Airline Clients

FRONTIER MAY 2015 - ONGOING
Supporting Frontier on NewSkies post-transition. Support includes website enhancements, back office processes, reporting, and configuration management support.

POBEDA NOVEMBER 2014 - ONGOING
Responsible for supporting Pobeda's airline website. Currently working with Pobeda to implement industry-leading site features.

TRANSAVIA MARCH 2014 - ONGOING
Assisting Transavia with various back-office projects involving automatic seating and importing into New Skies. Transavia also benefits from using tools I built to enhance their interaction with the New Skies system.

NAS OCTOBER 2013 - ONGOING
Assisted Nas with various technical projects on the New Skies platform in SkySales, SkySpeed and back office droid work.

SCOOT JULY 2013 - NOVEMBER 2013
Assisted Scoot in creating a bespoke project that allow them to sell distressed extra seats for a discounted price to targeted customers.

THOMAS COOK   FEBRUARY 2012 - ONGOING
I've assisted Thomas Cook on various high-profile technical projects. Most recently, I was a lead on their thomascookairlines.com website redesign project. I was able to dramatically simplify complex rules around selling ancillaries in a tour operator environment by creating a rules engine. I continue to support their organization through project work and back office processing work.

TIGER AIRWAYS   FEBRUARY 2013 - ONGOING
Assisted Tiger on various revenue-generation projects such as fare bundling and a voucher issuance droid. I have also provided Tiger with custom tools that allow them to easily price ancillaries on a per-sector basis and filter fares in their call center.

JETSTAR AIRWAYS   JANUARY 2012 - ONGOING
Provided Jetstar with custom tools that allow them to easily price ancillaries on a per-sector basis.

VOLOTEA AIRLINES   JANUARY 2012 - ONGOING
I was a critical component of the launch of Volotea that has set the record for the quickest site launch on the NewSkies platform. I developed the majority of the website and introduced features and innovations not found on carriers running SkySales built by large departments of developers.

VUELING AIRLINES   DECEMBER 2011 - JUNE 2012
Vueling has requested help in finishing their conversion to New Skies. Assistance is being provided in the form of training, software modules, and my New Skies add-on products.

MONARCH AIRLINES   SEPTEMBER 2011 - ONGOING
Due to my deep Navitaire experience, I was selected to provide on-site support and development leadership for Monarch's conversion to NewSkies 3.4 with Travel Commerce 3. I continue to support Monarch with all of their Travel Commerce work on the web which includes Cars, Hotels, Transfers, and Parking.

SPIRIT AIRLINES   JULY 2007 - DECEMBER 2013
I was requested by Spirit to act as the SkySales and New Skies expert during the conversion from their legacy TASAR reservation system. 1st phase responsibilities included augmenting the web development team and training existing team members on the Navitaire platform.

Initial technical highlights include allowing Spirit the ability to charge for services such as their $9 Fare Club subscription service through the Navitaire platform and to enable tiered charges for baggage (not supported out-of-the box). I also rewrote the existing Navitaire SkySales payment control to ensure the stability of the booking path on the web and to provide the internal web team a solid platform to extend.

Post-launch, I created several revenue-generating initiatives such as enabling the down-line cancellation of no-show passengers (not natively supported), the creation of a GUI-based departure control prototype for Spirit's airports and assisting with their upgrade to New Skies 3. Most recently, I was instrumental in Spirit's implementation of flight/car/hotel packaging.

GERMANWINGS   DECEMBER 2008 - ONGOING
Germanwings contacted me initially to help troubleshoot an emergency SkySales issue. I have since assisted Germanwings with outsourced training and project-based work such as a cash auditing system based in SkySpeed, vendor connectivity modules, and a customer-facing self-serve IROP process.

Recently, I've been involved as an architect with their custom Fare Cache project and supplying tools that increase efficiencies.

AVIANOVA   NOVEMBER 2010 - SEPTEMBER 2011
Avianova wanted to use their Navitaire booking website to realize new marketing initiatives. However, their development provider could not provide the level of customization required. I enabled Avianova to bring their marketing concepts to life on their booking site as their sole development provider.

SAMA AIRLINES   AUGUST 2009 - AUGUST 2010
Sama required assistance converting their current travel agency portal during their Navitaire New Skies conversion. Among the items that made the portal a success are: role-based agency reporting, customized agent booking flows, and an agency-specific reservation search. I was instrumental in assisting Sama meet their aggressive timelines for launch.

SKYBUS   NOVEMBER 2006 - JULY 2007
SkyBus was a new ultra-low cost domestic carrier that attempted radical ideas US airline industry. Concepts such as not having a call center and starting fares at $10 meant that their website had to be robust, reliable, and easy to use.

I was brought in to lead a team of entry-level developers to build the SkyBus SkySales-based website. A fair amount of ingenuity and creativity was leveraged to be able to adapt Navitaire's NewSkies web product to the vision SkyBus had.

The implementation of the SkyBus vision and the launch of the website was a resounding success. When we took the SkyBus website live in May '07, it was one of the top 500 most visited websites on the web for that week.

Technical highlights include enabling SkyBus to sell travel insurance and tiered baggage through the Navitaire system (not natively supported at the time in New Skies). I also built a custom low-fare calendar for SkyBus to meet their corporate vision of how availability searches should happen on the web. Each of these items had a significant effect on SkyBus revenue, earning/saving the airline millions.

JETBLUE AIRWAYS   JUNE 2006 - NOVEMBER 2006
JetBlue was transitioning from Navitaire's Open Skies to their New Skies reservation system. My role was to act as the Navitaire professional resource to assist the existing JetBlue IT team.

I helped shape the technical architectural decisions by bringing a Navitaire perspective and gave JetBlue the ability to make informed technical decisions about how to proceed. I also provided on-site Navitaire technical training.

Miscellaneous

ELIPSOS   NOVEMBER 2014
Provided NewSkies tools to help Elipsos manage their production and test environments.

AIRTRAN   MARCH 2006 - MAY 2006
Acted in a professional resource capacity to assist Airtran's outsourced IT firm convert their reservation system from Open Skies to New Skies.

STERLING AIRLINES (COPENHAGEN)   FEBRUARY 2006
Provided on-site Navitaire New Skies training to Sterling's IT staff.

Education

BACHELORS - COMPUTER SCIENCE   MARCH 2003
Weber State University, Utah USA