



**AIRPORTS COUNCIL INTERNATIONAL**

## **ACI Global Training Instructor Biography**

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***Arturo García-Alonso***

Airports Council International (ACI)  
Course: Managing Service Quality at Airports

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Arturo García-Alonso, Manager, Facilitation and Airport IT, began work at ACI World in Geneva in April 2008. Arturo joined ACI from SENASA, the safety, security and technical services arm of the Spanish Civil Aviation Authority. Arturo has a degree in aeronautical engineering - with special focus in airport design and management -, and he has worked with an airport planning consultancy firm and Acciona Airport Services, the Spanish ground handling company.

In ACI WORLD, he is focused on a range of facilitation, service quality, and airport information technology issues, and takes the role of secretary to the ACI World Airport IT Standing Committee. Arturo became an ICAO AVSEC Professional Manager in May 2009, and obtained the EFQM Excellence Assessor (2010 Model) degree in December 2009. He belongs to the ACI GTH Faculty since October 2008.