



JENNIFER DESHARNAIS

Manager, Sustainability, ACI World

Jennifer has over 18 years of combined experience in the tourism industry, including hospitality, events, tour operators, and aviation. She holds a Bachelors' degree in Business Administration – Hotel & Restaurant Management and completed a part-time Executive MSc in Air Transport Management from Cranfield University in Bedford, UK.

She worked seven years for the International Air Transport Association (IATA) in both the Geneva and Montreal offices, spending approximately six years working with ground handling providers through different working groups, with a focus on the Standard Ground Handling & Service Level Agreement.

Wanting to explore another sector of the travel industry, she worked several years in different tour operators, mainly in operations. She came back to the aviation sector in 2019, when she joined ACI World in the Airport Service Quality department. She moved to the Environment team in November 2020, where her role focuses on managing the ACI World Environment Standing Committee (WEnSC), acting as the advisor for the ACI Observer to the ICAO Committee on Aviation Environmental Protection (CAEP). She is continuously developing technical expertise on environmental and sustainability matters, including climate change adaptation and mitigation, decarbonization, sustainable energy sources, noise and community engagement, and ESG and Sustainability reporting.