Heather Powell

SVP, Business Transformation Office
Marriott International

Heather Powell is Senior Vice President of Marriott International's Global Business Transformation Office (BTO) responsible for translating the company's strategy into business outcomes. The BTO is comprised of strategy, customer and employee experience design, business process improvement, program management, change management, stakeholder engagement and implementation. The BTO's current focus is Marriott's multi-year business and technology transformation that will replace multiple property management systems, the central reservation system and the loyalty platform, while delivering a significantly improved experience for customers and employees and a financial return for owners.

In addition to that role, Heather is Market Vice President for 11 managed, full-service hotels in the U.S. Western Region's Dallas market. She holds P&L responsibilities for the portfolio and serves as the primary strategic business lead, overseeing the properties' leaders to direct overall performance and operations.

Heather is also the executive sponsor of the Young Professionals Associate Resource Group, which helps provide an environment where future talent can grow and thrive at Marriott International.

Previously, as Senior Vice President, Global Operations, Heather led a cross-discipline team that supported the delivery of operations programs and initiatives to hotels. This included creating and maintaining the strategy, operations, and processes for the Global Operations organization, including brand operations, initiative/program design and development, project management, program evaluation, change management and communications, and implementation.

She has more than 25 years of experience in successfully leading a wide variety of large-scale transformations across disciplines such as Brand, Operations, HR, Finance, Global Technology and Sales + Marketing, and delivering innovation and business results with a focus on customer and employee experience.