

Marc Roveri

Head of Global Customer Services

Marc graduated with a MBA from the state of Missouri in 1992. Marc joined Cargolux airlines in 1999 and took over his current responsibilities as Head of Global Customer Services in 2016

He has been attending the LAPB meetings as observer since 2009, is a board member since 2011 and in September 2015 Marc was nominated Vice-Chair of the IATA Live Animals and Perishables Board.

Within CARGOLUX, Marc is mainly responsible for process management namely booking, acceptance, handling, loading and delivery of cargo for special cargo (including but not limited to Dangerous Goods, Pharmaceuticals, Temperature-Sensitive Cargo, Live Animals & airmail ...).

Marc establishes and maintains network standards, procedures and best practices related to the carriage of all special cargo on Cargolux flights, coordinates any project related to the carriage of Live Animals and Temperature-Sensitive Cargo by air and is promoting best practices and continual improvement.

In his position as Vice-Chair of the IATA Live Animals and Perishables Board, Marc is setting standards for and with the industry, amongst others, in the framework of live animals, healthcare and Perishables products

In addition he assesses Cargolux Airlines network to implement and promote GDP standards for the transport of pharmaceutical cargo.