



Meet the Board Series

Future Leader of HEDNA Participant, Francesco Donisi Interviewed
HEDNA Board Member and HEDNA U Co-Chair Miki Gulati

Last week, I had the privilege of interviewing Miki, Corporate Director of Distribution Partnerships at Omni Hotels & Resorts.

For the few in the industry who haven't met Miki, she is a seasoned hospitality leader whose career spans from property operations to global corporate strategy. With a background at iconic brands like Hilton and Starwood, she possesses a unique "triple threat" expertise in Sales, Revenue Management, and Distribution.

Here are 3 key takeaways from our conversation:

How has Miki's role evolved over the past few years? 🗒️

Miki's role has evolved alongside a dramatic shift in the industry. Hotel's distribution has moved far beyond traditional reservation management into a highly fragmented ecosystem. Today's landscape requires navigating dozens of internal systems and complex OTA connectivities that lack universal standards. As the traveler profile expands to include non-traditional players like Walmart, Uber, and fintech platforms (to name a few), Miki has transformed her role into a commercial strategy powerhouse. By blending technical skills with data analytics and sales expertise, she bridges the gap between operations and global negotiations.

How can someone join a Committee or Discipline at HEDNA? 🤝

For those looking to dive into the world of HEDNA, Miki's advice is simple: just raise your hand. As a volunteer-led organization, HEDNA thrives on collaboration. Miki emphasizes that you don't need to be a seasoned expert to make a meaningful impact; you just need curiosity. Whether you are passionate about connectivity, data, or payments, the key is to get involved in any capacity. Having co-led the HEDNA U and Revenue Management committees, she highlights the incredible learning curve that comes from attending workshops, webinars, and simply connecting with the network.

For our travellers out there wondering how Miki approaches her business trips: check it or carry on? ✈️

Miki's approach to travel is strategic. She is a staunch advocate for the carry-on only method for domestic trips. As a smart packer, her ultimate pro-tip centers on efficiency: always bring an additional pair of shoes you can run in, and prioritise footwear that can multitask between a workout and a meeting room!

#Hospitality #Distribution #RevenueManagement #HEDNA