

Louise Garratt – Bio

Louise has 12 years' experience in the payments industry with 10 years' specifically working within the travel sector.

Louise started her career at Virgin Atlantic Airways (over 20 years ago) where she discovered that a payment ecosystem existed that almost seemed like a dark art to the uninitiated – she was hooked instantly. After managing Virgin's global payment strategy Louise was curious to experience payments in a different industry and made the move to LV= (Liverpool Victoria, a leading UK Insurance Company). However, the lure of travel was too much to resist, and Louise took up the role of Senior Payments Manager at easyJet. Before the pandemic hit Louise was involved in setting up payments for the newly formed easyJet Holidays business as well as navigating the upcoming Secure Customer Authentication requirements and its impact on the Airline.

With the global pandemic lasting a lot longer than anyone could predict Louise took the opportunity to move across to the Entertainment sector and took up the role of Senior Manager, International Consumer Payments for The Walt Disney Company with responsibility for all Direct-to-Consumer lines of Business within the EMEA region. Louise's role at Disney allowed her to really hone her relationship management skills as she was responsible for looking after a wide breadth of businesses including streaming, retail and parks and resorts.

Louise realised that Relationship Management was one of the things she enjoyed most about her roles and decided this was the direction she wanted to take her career and is very excited to be joining Apexx Global as Head of Account Management.

Louise lives in the wonderful seaside town of Bournemouth with her husband and two teenage daughters. She loves being by the beach but is easily lured away by the theatre, whether it be a musical, play or comedy show.