



Jean Kayanakis, Senior Vice President, Worldwide Falcon Customer Service & Service Center Network, Dassault Aviation.

January 1, 2020 (Saint-Cloud, France): Mr. Jean Kayanakis serves as Senior Vice President, Worldwide Falcon Customer Service & Service Center Network for Dassault Aviation. He is responsible for overseeing the company's entire customer support organization which includes 24/7 technical support, a global service center network, as well as the company's Operational and Pilot Support Department.

The new position was created in January 2019 to help promote a uniform standard of excellence in Falcon customer service activities around the globe.

Mr. Kayanakis was previously General Manager of Dassault Falcon Service (DFS), a wholly-owned affiliate based at Le Bourget airport near Paris specializing in customized and comprehensive Falcon maintenance services as well as charter and aircraft management services.

In that role, he spearheaded development of a heavy maintenance, repair and overhaul (MRO) facility at Bordeaux-Mérignac in southwestern France dedicated to supporting the Dassault Falcon 7X and 8X business jet fleet. He also led a significant expansion of the DFS network, setting up new satellite facilities in Nice, France; Rome, Italy; Moscow, Russia; and Lomé, Togo.

Under his leadership, DFS also helped introduce FalconResponse, Dassault's comprehensive portfolio of Falcon customer support services for grounded aircraft, with responsibility for implementing the dedicated Falcon 900 airborne support service offering for the Eastern hemisphere.

Mr. Kayanakis also directed a major renovation of DFS' fixed base operation (FBO) at Le Bourget Airport, part of the Air Elite FBO network.

He started his career at the Dassault design office more than 25 years ago working on the Rafale fighter prototype and later held a variety of positions within the Dassault organization in customer service, logistics, purchasing, spare parts distribution and maintenance service roles.

Mr. Kayanakis graduated from the École Nationale Supérieure d'Ingénieurs de Constructions Aéronautiques (ENSICA) engineering school in France.

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