humoniq

We know air travel support. *We've lived it.*

Our team spent the last decade handling air travel's most difficult customer support cases. Disruptions, complex itineraries, unaccompanied minors. We've personally made 10,000+ calls to airlines to resolve issues on behalf of travelers. That experience shapes everything we build.

Supporting only air travel since 2011.







humoniq.ai/team

CONTENTS

Air travel. Our world.

The experience behind Humoniq.

01 Air travel. Our world since 2011. 03

02 Our team. A shared obsession. 05

03 Years in the making. Every detail counts. 08

04 Our investors. Shared conviction. 10

Our management team, the work that shaped us, and the people backing our next chapter.

01 / FOCUSED INDUSTRY EXPERIENCE

Air travel.

Our world since 2011.

Long before AI agents, we built a travel company and ran our own contact center. We tested everything to balance support that's fast and helpful for travelers, but affordable to run. It left us with strong opinions on how it should be done.

HOW WE THINK

We know the work firsthand.

A passenger asking "can I change my flight?" could actually mean "I'm about to miss my connection." A decade of experience taught us how to understand customers' underlying problems and how to solve them.

We keep questioning the experience.

Air travel support was built for the contact center's convenience, not the traveler's. We've run experiments for years to prove it can be flipped, making support easier for travelers and far cheaper to run.

We choose to go deep.

We love air travel, and its support problems are some of the hardest around. As travelers ourselves, we want better solutions to exist. Going deep is how we make it better for everyone.

WHY SPECIALIZE?

Because generic falls short.

Most customer support tools are built to work across every industry. That's fine for simple questions, but air travel isn't simple. There are too many edge cases, too many airline systems, and too many travelers with urgent problems for a generic approach to work.

Handling that complexity takes tools built specifically for air travel, by people who understand how travelers, airlines, and their systems actually work. That's how you get the hard cases right, and it's exactly our speciality.

One industry. Years of learning.

Better results.

02 / MANAGEMENT

Our team.

A shared obsession.

Meet Humoniq's management team, and the experience in air travel, customer support, and technology that we bring.



Andres

Andres leads Quality Assurance at Humoniq, and he's obsessed with getting every detail right for travelers. There's very little about airlines and travel he doesn't know.

He's the most traveled person on the team, having visited 150+ countries and flown on 100+ different airlines. He splits his time between Colombia and France and speaks Spanish, French and English fluently.

FLIGHT LOG / 01

Support calls to airlines	Support requests completed
5,000+	15,000+
Countries visited	**Airlines flown**
150+	100+



Ben

Ben leads Product at Humoniq, covering everything from integrations with airline systems to the AI that figures out what travelers actually need and takes the right actions.

He's spent years on the front lines of support, personally handling over 7,500 requests, as well as in the back office with Amadeus and Sabre. That hands-on experience shapes how he builds AI to do the same work.

FLIGHT LOG / 02

Support calls to airlines	Support requests completed
3,000+	7,500+
Countries visited	**Airlines flown**
30+	20+

02 / MANAGEMENT

Our team.

A shared obsession.



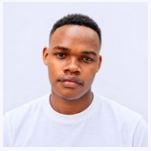
Todd

Todd co-founded Humoniq and leads the company's strategy and vision as CEO. Humoniq is his third travel business, and he's spent decades building companies in the industry.

He's also very well traveled, having lived in places like Thailand, India, Argentina, and elsewhere over the last 25 years. He previously worked as a software engineer for Australia's DoD and Raytheon.

FLIGHT LOG / 03

Support calls to airlines	Support requests completed
1,000+	4,000+
Countries visited	**Airlines flown**
60+	30+



Victor

Victor leads Technology at Humoniq, covering AI, integrations, and overall technical strategy. He's an expert in deploying AI systems in production safely.

His background spans everything from robotics and similar autonomous systems to the front lines of air travel support. Having handled over 4,000 requests, he knows what it takes for AI to get real travelers' problems right.

FLIGHT LOG / 04

Support calls to airlines	Support requests completed
1,000+	4,000+
Countries visited	**Airlines flown**
20+	10+

02 / MANAGEMENT

Our team.

A shared obsession.



Will

Will co-founded Humoniq and works across product and growth. He's probably spoken with more airline agents by phone than anyone else in the world, except maybe Andres.

He spent a decade on the front lines, seeing what's broken in air travel support and personally handling over 8,000 requests. Now he's set out to make airlines known for the best customer support of any industry.

FLIGHT LOG / 05

Support calls to airlines	Support requests completed
5,000+	8,000+
Countries visited	**Airlines flown**
40+	30+



A shared obsession.

The people behind our focus on better air travel support.

03 / OUR PATH HERE

Years in the making.

Every detail counts.

Humoniq is a new chapter in a much longer story. From complex travel to customer experience to AI, one thread runs through it all: helping people get where they need to go.

2026

Live in production!

We went live with a travel management company, achieving over 70% coverage of complex air travel cases. Humoniq is integrated with Amadeus, Sabre and Duffel.

2025

Y Combinator invested (S25).

Y Combinator invested in Humoniq through its S25 batch, supporting our work to make complex air travel support easier for travelers and airline teams.

2025

Began fully-auto customer support.

We launched Humoniq for fully automated air travel support, bringing our experience into a service built to carry passenger requests through to resolution.

2023

Began experimenting with AI support.

We began experimenting with GPT 3.5 for air travel support, exploring how AI could help resolve the complex requests we had spent years handling manually.

03 / OUR PATH HERE

Years in the making.

Every detail counts.

2020

Began air travel automated bookings.

We began automating air travel bookings, drawing on our experience with complex itineraries to make arranging travel simpler and reduce the work involved.

2017

Began air travel CX experiments.

We began running air travel CX experiments to reduce wait and response times, testing ways to make support easier, clearer and more reassuring.

2012

Y Combinator invested (S12).

Y Combinator invested through its S12 batch as we continued building a business around complex air travel and helping travelers manage the most demanding itineraries.

2011

Built a TMC for complex air travel.

We built a travel management company for complex air travel, helping travelers navigate itineraries that needed more than a simple search and booking.

04 / THE BACKING BEHIND US

Our investors.

Shared conviction.

Building better air travel support takes industry depth and the ambition to rethink familiar approaches. We're backed by investors whose perspectives span company building, automation and aviation.

PART OF THE YC COMMUNITY.

Y Combinator

Y Combinator funds and supports early-stage startups. We've been accepted into its program twice, both times with air travel businesses.

AVIATION FOCUS

Zero Infinity Partners

An infrastructure investment firm with a strong focus on aviation. Its team includes aviation founders, operators and advisers.

AUSTRALIA & NEW ZEALAND

BLACKBIRD

A venture capital firm based in Australia and New Zealand, investing in technology companies from their earliest stages through growth.

AUTOMATION IN THE REAL ECONOMY

Base10

A venture capital firm focused on automation in the real economy, investing in technology companies across industries.

ADVISER BACKGROUND

STAR ALLIANCE
THE WAY THE EARTH CONNECTS

We're advised and backed by a former senior member of the Star Alliance team, bringing deep industry experience to our work in air travel support.

NEXT STEPS

Our experience.

Your airline.

Tell us about your airline and your support priorities. We'll show you how our air travel experience can help your team deliver more for passengers.

Let's talk about your airline

humoniq.ai/contact