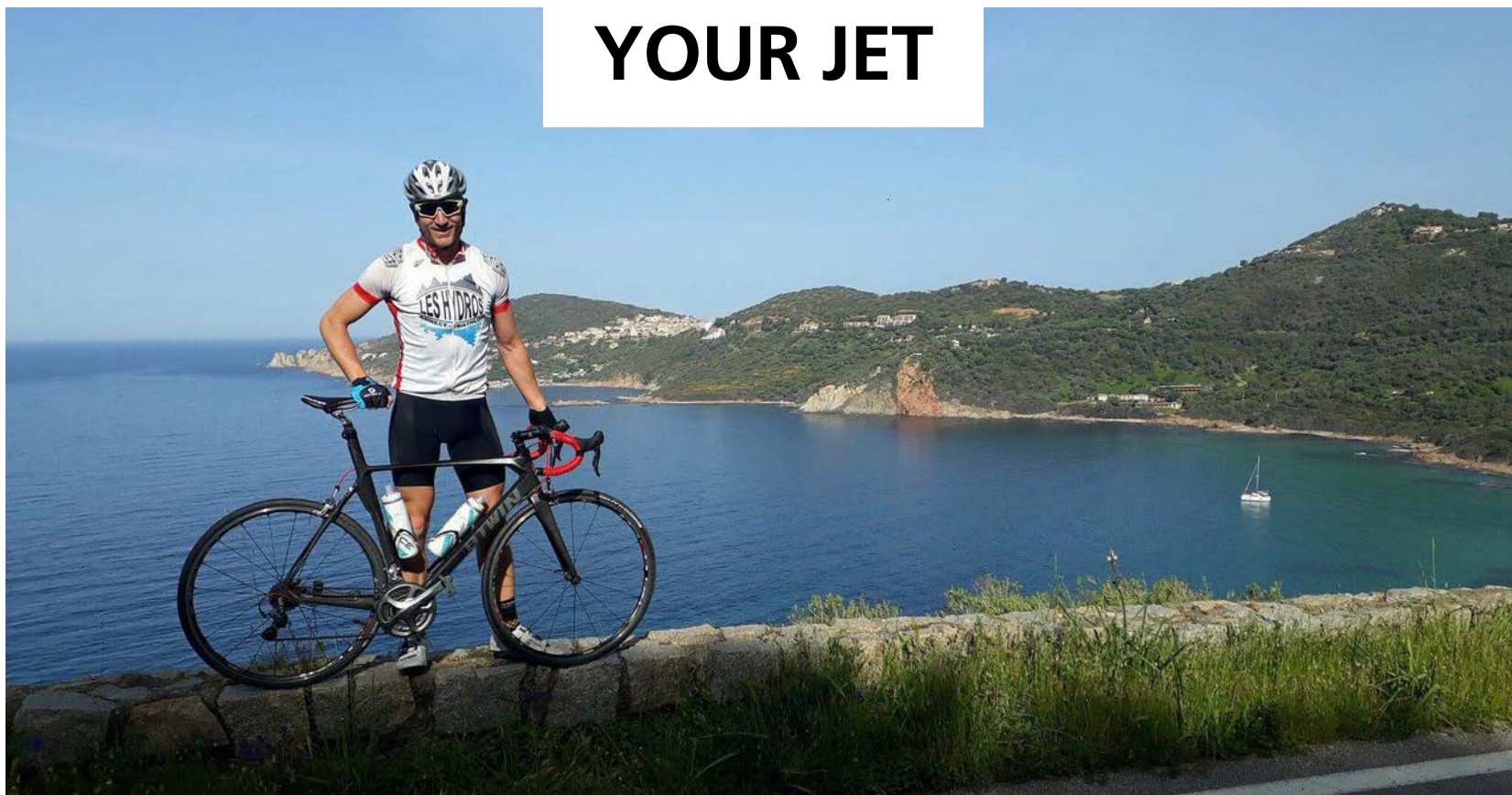


LOVING YOUR JET



Crossing the border every day.

How does it feel to be a Customer Support Engineer (aka CSE)?

I love it. A CSE is the liaison between owners, operators and the various specialists who maintain and upgrade their aircraft. It is a challenge to manage all their needs and foster the relationships for both sides. I care about them, just like family.

What are your Monday mornings like?

I kiss my wife and kids and then bike 35 km from Annecy to the Geneva airport. Biking that distance to cross the French/Swiss border every day takes perseverance and dedication. These are strengths I will rely on when competing in the 2019 Ironman triathlon.

What are you passionate about?

My family, sports and making people smile. When I can help someone solve challenges it makes me very happy. Finishing big projects gives me the feeling as if I just won a triathlon and that is what motivates me to bike across the border, and back, every day.



Sébastien Fallai, CSE, RUAG Aviation Geneva

Favorite sport	The extreme triathlon distance Ironman: It starts with a 3,8 km swim followed by a 183 km bike tour and ends with a 42 km run
Hobbies	Fishing, skiing, mountain biking
Favorite place	Annecy, it is the Venice of the Alps with its mountains and lakes all in the same place.
Motto	Never give up!

Together
ahead. **RUAG**