



Kimberly Bourbeau

Vice President, Business Operations
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Kim has an extensive background in information technology, project management and executive management. Today, Kim is the Vice President of Business Operations for the Global IT Delivery organization. Her role includes budget management of 80M in internal spend, transformation and key project management.

Prior to this, she was Vice President for NA servicing Strategic Outsourcing clients in North America and leading the Global Automation tools deployment. In addition, the Columbia, Missouri Delivery Center, which services over 170 NA clients, reported to her. Kim was also the Director of Services Excellence focused on the Global IT Architect and Specialist Professions and Global Strategic Outsourcing Customer Satisfaction survey process. She was responsible for driving all aspects of the profession in IBM, including certification programs, external industry recognition (i.e. The Open Group), and integration with technical talent/leadership programs in IBM. In addition, Kim drove and executed the Global Client Executive Relationship Survey which assessed IBM's Strategic Outsourcing business satisfaction results. Prior to this, Kim was the Director of STG Development Workforce management focused on the talent needs, within the parameters of cost management, for the development community globally. Other assignments include her role as the Director in the Workforce Management Initiative for IBM Worldwide (a key initiative to transform Resource Management processes) focusing on Resource Strategy, Alternative Workforce Models and labor cost optimization and as a Program Manager for IBM Global Services Americas services optimization; responsible for efficiency initiatives across the IGS Americas geography that delivered cost savings in labor, IT, and real estate. In 2008 and 2009, she has also personally project managed a major transformation initiative inside IBM to improve the service delivery processes supporting our client facing services leaders. Kim had also managed large application development organizations in support of both internal IBM and IBM clients.

Since joining IBM in 1983, Kim has held a variety of other positions in technical systems support, consulting, project management and management.

Kim has a B.S. in Mathematics & Computer Science, from Pace University, Pleasantville, NY. She is a certified Project Manager since 1999. Kim is married with 3 children and 2 grandchildren; they all bring much joy! Kim currently resides in Hyde Park, NY and spends as much time as she can in Sarasota, Florida.