

*Committed to empowering organizations through strategic transformation, high-performance team building, and impactful coaching.*

**Accomplished executive** with extensive experience at IBM, complemented by a distinguished background in collegiate athletics, academia, and board governance. Stellar record in inspiring audiences at major conferences with insights on leadership, authenticity, and personal empowerment, as a globally recognized keynote speaker. Expertise in advising major organizations on diversity, business development, and corporate strategy, with a proven ability to drive sustainable success and high-performance team cultures. Passionate about helping individuals and businesses unlock their full potential, actively pursuing board appointments, advisory roles, and speaking engagements.

## Key Career Highlights

- **Senior IBM Executive:** Recognized for significant international experience, successfully negotiating complex, large-scale deals, turning around troubled accounts, delivering substantial business growth, and developing top-performing teams.
- **Sports & Coaching Background:** Served as Assistant Basketball Coach under legendary coach Pat Summitt at the University of Tennessee, contributing to a Final Four appearance. Competed internationally in equestrian sports, representing the British team in the 2023 and 2024 MCI European Dressage Championships, earning a bronze medal in 2023. Inducted into the Mary Baldwin University Athletics Hall of Fame for both basketball and equestrian sports.
- **Academic Leadership:** Increased corporate giving by over 500% and helped elevate the school's national rankings as Assistant Dean of the McCombs School of Business at the University of Texas at Austin. Played a key role in the establishment of the Austin Technology Incubator and the International Moot Corp. program.
- **Board & Advisory Roles:** Served on multiple high-profile boards, including the Toyota Motors Europe Diversity & Inclusion Advisory Board, Stonewall International Advisory Board, and the Board of Directors for Out & Equal Workplace Advocates. Co-chaired the IBM LGBTQ+ Executive Taskforce for over 20 years, coordinating diversity and inclusion initiatives.
- **Speaking Engagements:** Delivered keynote speeches at prestigious events, such as the Stonewall Leadership Forum, the Berlin Conference on Diversity, and many more. Authored contributions to influential books on LGBTQ+ inclusion in the workplace, including *The Glass Closet: Why Coming Out Is Good Business* and *Out & Equal at Work: From Closet to Corner Office*.

## Core Competencies

- ✦ High-Performance Team Building
- ✦ Intellectual Property Management
- ✦ Public Speaking & Thought Leadership
- ✦ Board Governance
- ✦ Executive Coaching
- ✦ Leadership Development
- ✦ Diversity & Inclusion
- ✦ AI Governance & Ethics
- ✦ Sports & Academia Engagement

## Professional Experience

### IBM UNITED KINGDOM LIMITED • LONDON, ENGLAND / USA • 1996 TO PRESENT

*A subsidiary of IBM Corporation, offering technology and consulting services in cloud computing, AI, cybersecurity, and data analytics, with a focus on business transformation and sustainability.*

#### Vice President, GSI & Strategic Partnerships | Managing Director, Kyndryl Partnership • 2022 to Present

Spearhead the formulation and execution of a growth strategy for the Global Systems Integrators (GSI) program, fostering relationships with global systems integrators to facilitate business expansion. Manage a team of nine direct and 18 indirect reports, driving collaboration, process improvements, and revenue growth in highly complex business environments.

- Led the transition and stabilization of the Kyndryl business in the UKI by effectively handling high-conflict situations, long-term employee concerns, and complex operational challenges to uphold cultural alignment post-Kyndryl spin-off.
  - Optimized operational processes and rectified client issues, including billing and data discrepancies, to stabilize the \$200M business, laying the groundwork for future growth.
- Delivered 307% business growth within the GSI ecosystem by assembling a high-potential team, executing targeted relationship and business development strategies, and creating a pipeline from scratch.
- Established Repeatable Industry Solution Patterns to enable IBM and the GSIs to co-create key solutions for the end clients.

#### Managing Director, Walgreens Boots Alliance Integrated Account • 2019 to 2022

Directed a cross-continental team of seven direct and over 50 indirect reports across Europe and North America to revitalize a key global account. Coached and mentored team members, enhancing their capabilities to drive improvements in account outcomes. Strengthened the client relationship by delivering consistent results and aligning IBM's solutions with Walgreens' evolving needs.

- Negotiated a settlement that prevented a potential lawsuit and rebuilt the client's trust in IBM's services.
- Increased account revenue by 143% through the implementation of targeted growth strategies, resulting in the transformation of a struggling account into a high-performing and trusted partnership.

## Vice President & Managing Director, Global Intellectual Property Licensing • 1996 to 2019

Oversaw a global team of Business Development Executives, IP Attorneys, and Patent Engineers to facilitate patent and source code licensing negotiations with clients, partners, and competitors. Negotiated complex, high-value deals, ensuring alignment with IBM's strategic goals. Created the IP Partnership model for source code licensing and ongoing development. Drove the development of innovative patent licensing models, including auctions, cluster purchases, and defensive purchase options, to maximize portfolio and enhance sustainability.

- Grew the Small Divestiture Practice by 400%, securing 20 major clients for IP Management Solutions and 35 patent deals.
- Generated more than \$3B in profits for IBM within three years by creating the IP Partnership model for source code licensing, structuring and negotiating deals, and coaching a high-performance team.
- Orchestrated two high-value divestitures of IBM Software in 2019, valued at \$1.77B and \$545M, optimizing IBM's portfolio and aligning with strategic imperatives.

## ADDITIONAL EXPERIENCE

**Vice President, Business Development & Other Leadership Roles, IBM - USA / Helsinki, Finland**

**Director of Technology Results System, Atlanta Committee for the Olympic Games - Atlanta, GA**

**Vice President, Business Development | COO | General Manager, CenturyLink - Dallas, TX**

**Assistant Dean of the McCombs Business School | Assistant Athletics Director, University of Texas at Austin - Austin, TX**

**Assistant Athletics Director | Assistant Basketball Coach | Coach, USA Women's National Basketball Team, University of Tennessee - Knoxville, TN**

## Education & Professional Development

**Juris Doctor**, Georgia State University College of Law

**Ph.D. Coursework, Organizational Development**, The University of Texas at Austin

**Master of Business Administration**, The University of Texas at Austin

**Master of Science, Higher Education Administration**, The University of Tennessee, Knoxville

**Bachelor of Arts, Liberal Arts**, Mary Baldwin College

**Advanced Negotiations Certificate**, Harvard Business School

**Project Management Professional**, Project Management Institute

**Technology/Tools**: AI Governance (watsonx), Revenue Storm, and EQ-i 2.0 and EQ-360

*"Claudia integrates her sports and coaching background with her business prowess to bring unique value to people wanting to become authentic leaders. She enables people to claim their own personal power and dare to lead."*

**Bill L., General Manager, IBM Intellectual Property & Vice President of Research Business Development**

## Selected Board Memberships & Advisory Roles (Current & Former)

**Diversity & Inclusion Advisory Board**, Toyota Motors Europe (Belgium)

**Board of Directors**, Lambda Legal (US)

**International Corporate Advisory Board**, Stonewall (UK)

**Advisory Board**, Workplace Pride (Netherlands)

**Co-Chair | Co-Chair Emeritus, LGBTQ+ Executive Taskforce**, IBM

**Board of Directors**, Out & Equal Workplace Advocates (US)

## Selected Speaking Engagements & Presentations

**Diversity & Leadership Conferences**: Stonewall Leadership Forum, London, UK | Berlin Conference on the Diversity Business Imperative, Germany | Out & Equal Corporate Conference, Los Angeles, US | Workplace Pride Conferences, Amsterdam, Netherlands | Diversity at Work European Seminar, Copenhagen, Denmark | European Commission Program on Diversity, Brussels, Belgium | IICF Global Inclusion Conference, New York, US | The Business Forum, Prague, Czech Republic | EuroPride Business Leadership Conference, Warsaw, Poland

## Selected Awards & Recognitions

**Global Leader of the Year Short List**, Women in IT Awards

**Top 10 LGBTQ+ People in Tech**, Enterprise Management 360

**LGBT+ Hall of Fame**, Financial Times

**Ranked #2**, Telegraph Media Group's Out at Work LGBT Top 50 List

**Ranked #6 & #10**, Financial Times Outstanding in Business LGBT Role Models

**Featured**, The Guardian's Worldpride Power List

**Featured**, Go Magazine's "100 Women We Love"

**Trailblazer Award**, Out & Equal Workplace Advocates