



## **Marcy Klevorn**

**Title:** Director, Global IT Operations, Ford Motor Company

**Joined Ford:** 1983

Marcy Klevorn is director, Global IT Operations at Ford Motor Company.

Klevorn is responsible for end to end customer service for all application support and all aspects of infrastructure across the global business. She maintains responsibility for overseeing Ford's business applications, technical infrastructure, architecture, data centers, web-hosting requirements, engineering, and infrastructure services.

In addition, Klevorn is responsible for influencing future technological innovations through an employee focused program called Digital Worker. She is also responsible for establishing Ford's IT Global Service planning and delivery.

Klevorn was named director of Global IT Operations in March 2009. She has led Ford's IT Infrastructure organization since May 2006. Klevorn reports to Nick Smither, group vice president and chief information officer, Ford Motor Company.

Klevorn began her career at Ford in September 1983 in Telecommunications Services. She held a series of IT-related positions within Ford IT and Ford Credit through August 2003 including: leading the Treasury Systems department, launching comprehensive securitization system to diversify company funding for Ford, While managing the Custom, Branch and Dealer Systems department at Ford Credit, Klevorn led the Compass Replacement project, which entailed rewriting one of the largest client server applications world-wide to a J2EE application, and supporting the launch of eight new Ford Credit Service Centers and associated technologies (the largest migration in Ford Credit history).

In late 2003, Klevorn became the consulting program manager for the purchasing business systems initiative eVEREST, leading the analysis and decision that drove the migration back to legacy systems. In 2005, she was appointed global director, Product Lifecycle Management, spearheading a business process change in data and information management across product creation. In 2006, Klevorn was selected as director for Enterprise Defragmentation, leading the strategy and implementation of infrastructure defragmentation, data center consolidation and overall systems management at Ford.

For more than 10 years, Klevorn has been involved in the Ford Professional Women's Network (PWN) and is now an executive sponsor. In 2006, she joined Nick Smither as Ford corporate liaison to The Henry Ford. In 2008, Klevorn completed the Global Leadership Summit, championed by Ford Motor Company's President and CEO, Alan Mulally. She was also nominated for *Leading the Way* at the Ford 2008 Global Diversity & Inclusion Summit. Klevorn is the executive sponsor for the following Ford IT initiatives: the IT Diversity Action Team (ITDAT), the IT Executive Shadowing Program, and the IT Leadership Program (ITLP) recruiting at the University of Michigan.

In 2009, she was recognized by the *Profiles in Diversity Journal* in their annual "Women Worth Watching" edition. Also that year, Klevorn was nominated Foundation President for the Michigan Council for Women in Technology (MCWT). In 2010, Klevorn was named MCWT President with foundation and council responsibilities. She has been newly elected to the Lawrence Technological University Board of Trustees.

Klevorn earned her bachelor's degree from the University of Michigan - Stephen M. Ross School of Business. She lives in Farmington Hills, MI, with her husband and son.

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