



Donna D. Satterfield

18000 West Nine Mile Rd, Southfield, MI 48075

PROFESSIONAL PROFILE

Ms. Satterfield is currently Vice President, Infrastructure Integration Management on the General Motors integrated account. Previously, she was Vice President, Application Innovation Services, IBM Global Business Services. She has over 25 years of business and systems consulting experience involving all phases of information systems planning, development and implementation. She has managed very large teams, and drives a high performance culture. She has worked with clients in industries such as automotive, manufacturing, retail, education, insurance, government and banking. Prior to joining IBM, Ms. Satterfield was in application development for a large financial institution.

RECENT WORK HISTORY OVERVIEW

Vice President, GM Infrastructure Integration Management, April 2009 to present

Ms. Satterfield has responsibility for a large strategic contract with General Motors that integrates their IT suppliers in their fully outsourced model. This includes infrastructure, application development/sustain, security management, systems engineering and architecture, performing supplier management and global operations.

Vice President, Application Services, January 2006 to April 2009

Ms. Satterfield had general management responsibility for a team consisting of 3,000 application development and systems integration practitioners in the United States. She has day-to-day responsibility for operations of this services delivery organization including hiring, capacity planning, training/education, expense management, resource deployment, delivery excellence (tools, method and processes) and global delivery linkage. Her team drives business growth through subject matter expertise involvement in solutioning key client opportunities. Clients are in all industries.

Ms. Satterfield led the effort to develop global field enablement plans for newly developed SOA offerings. She helped establish key capabilities in global delivery centers (primarily in India, with plans to grow in other regions). Particular focus on harvesting intellectual capital, knowledge management, education, skills inventory and capacity planning.

Ms. Satterfield also had responsibility for a team of over 1,000 services professionals with cross-industry expertise in Package Application Services Management (ERP), Server consolidation and migration, Legacy Application Conversions and Migrations, Systems Engineering and Testing.

Vice President, Business Transformation Outsourcing, June 2004 – December 2006

Ms. Satterfield had delivery responsibility for the Americas Business Transformation Outsourcing portfolio of engagements for Procurement, Financial Services, Customer Care, and HR Processes. End-to-end delivery included infrastructure services, application services and business process services. Delivery centers were in United States, Canada, India, Asia, and Latin America. This was a complex role, coordinating efforts across business units within IBM globally, along with subcontractors and vendors. The delivery organization in the US and Canada was over 4,000 resources.

Director, Integration Services, January 1998 – June 2004

Ms. Satterfield had leadership responsibility for the Enterprise Application Development team in the Americas (US and Canada), which was comprised of over 1,000 application development professionals.

Ms. Satterfield previously had responsibility for the integration services organization in the Michigan marketplace (Detroit, Lansing, Grand Rapids). She had sales, delivery and profit and loss (P&L) responsibility for a team of over 100 principals and services practitioners.

Manager, Strategic Projects, Integration Services, February 1996 – December 1997

Ms. Satterfield had responsibility for operational support for the Integration Services business in the United States, reporting to the US General Manager. She led a number of key initiatives to develop management systems for the business, including delivery excellence, financial management, and operational processes. She was the coordination point for the operations leaders in the various units that constituted the US business.

Systems Engineering Manager, January 1994 – January 1996

Ms. Satterfield managed a team of consultants in Louisville, Kentucky. Capabilities of the team included application, network and IT consulting. The team was responsible for sales and delivery of services to clients across industries.

Consultant, February 1989 – December 1993

Ms. Satterfield joined IBM as a professional hire into the Systems Integration Division. Her primary consulting focus was in Joint Application Design (JAD) facilitation. She was trained in a number of facilitation techniques, and facilitated design sessions across the systems lifecycle in multiple industries, including government, manufacturing, distribution, finance and insurance.

EDUCATION AND OTHER BACKGROUND

Ms. Satterfield has a Masters of Art, Organizational Communication from Wayne State University and a Bachelor degree in Organizational Communication from the University of Michigan.

Ms. Satterfield developed and taught courses in Joint Application Development (JAD) facilitation techniques.

Ms. Satterfield is a member of the Michigan Council of Women in Technology.

Ms. Satterfield participated on the board for INROADS.

Ms. Satterfield is active in the community, including chair for a major annual fundraiser for the US Marine Corps Toys for Tots program.