

Laura Jeanne Knapp



## Professional Experience

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### Profile

Seasoned professional with over 40+ years in the global Information Technology marketplace. Certified in Service Management (ITIL), z System, and Dynamic Infrastructure. Currently with AES as world wide business consultant and head of the education and consulting group. Extensive work with worldwide clients in implementing AES CLEVER solutions, education, and consulting services. Twenty-five years of IBM experience ranging from direct client sales, network and communication technical specialist, technical instructor and course developer, and technical marketing. Prior to joining IBM Laura worked for a multinational company in their worldwide data and telecommunications center, supported many government development projects, and worked in the pharmaceutical industry. Laura possesses a balanced mix of sales/business development, technical/engineering development and project/people management skills along with the understanding of the key trends unfolding in the global economy, the impact of these trends on the broadened IT industry and the IBM strategy to compete in this new landscape

### Key Skills

- Build, gain agreement on, organize and execute
- Create and maintain materials
- Participate and present at international events
- Support client teams, business partners, customers
- Leverage resources at hand
- Coach and mentor
- Communicate written and orally
- Tenacious
- Creativity in attacking problems
- Adaptable
- Excellent presenter
- Excellent people skills
- Utilizes diverse set of education medium
- ITIL Certified
- IBM Service Management
- IBM Cloud Computing
- IBM Dynamic Infrastructure
- IPv6
- Local Area Networking
- Communications
- Management
- Network Management