

# Veronique K. Bourcier

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## Senior Business Operations & Program Management Leader

20+ Years of High-Impact Leadership Experience in Technology Industry

Results-driven leader with a proven track record of driving operational excellence, managing complex programs, and delivering significant business outcomes in a Fortune 50 technology company. Expertise in strategic planning, process improvement, and team leadership, with a strong focus on innovation and customer value.

### Core Competencies

- Operations Excellence & Management
- Program & Project Management
- Strategic Planning & Execution
- P&L Administration & Financial Management
- Business Process Improvement (Six Sigma Green Belt)
- Cross-Functional Team Leadership
- New Business Development
- Data Analysis & Implementation
- Customer-Centric Solutions

### Professional Experience

#### Intel Corporation | 2011 – Present

**Senior Operations Manager, Federal Industrial Solutions (FIS) Division** (2018 – Present) Chandler, AZ

Led operations for a high-growth division, managing a \$50M P&L and 198-person team. Drove strategic initiatives resulting in significant revenue growth and operational efficiencies.

#### Key Achievements:

- Spearheaded a new business development project, generating \$124M in revenue in 2020
- Implemented real-time budget management tool, enhancing KPI tracking and financial oversight

- Architected customer portal to improve coordination and collaboration, boosting client satisfaction
- Program managed Industrial PC Catalyst program, upgrading IPCs for enhanced reliability and security
- Automated key performance management processes, improving reporting accuracy by 30%
- Champion of diversity and inclusion initiatives, increasing employee engagement scores by 25%

### **Operations Manager, Planning and Product Line Management Department (2015 – 2018)**

Chandler, AZ

Directed strategic planning and project management activities, aligning department goals with corporate objectives.

#### **Key Achievements:**

- Implemented Travel & Budget Management System, reducing travel expenses by 15% and processing time by 20%
- Enhanced cross-functional communication, increasing knowledge sharing and departmental credibility by 40%
- Led training sessions for senior leadership on strategic planning methodologies

### **Project Lead, Die Prep Assembly Technology Test Development (2011 – 2015) Chandler, AZ**

Managed complex projects for breakthrough technology products, developing new business processes and training programs.

#### **Key Achievements:**

- Designed innovative DCG server product with no yield impact, increasing user satisfaction by 40%
- Achieved 98.2% improvement in assembly yield for Ultra-thin core 1271 product
- Drove significant ROI, influencing \$10M for Arrendale and \$79M for Sandy Bridge products

### **Education & Credentials**

- Master of Science in Mechanical Engineering, Texas A&M University, USA
- Bachelor of Science in Physics and Chemistry, University of Marne-La-Valle, France
- Six Sigma Green Belt Certification (Intel Corporation)
- Ethics in the Age of Generative AI (LinkedIn)

- A2E Business Fundamentals (McKinsey & Company)
- Problem Solving (McKinsey & Company)
- Create a Go-To-Market Plan (McKinsey & Company)

### **Technical Skills**

MS Office Suite, MS Teams, SharePoint, Power BI, PowerApps, Copilot, ChatGPT prompt engineering

### **Languages**

Bilingual: English and French

### **Community Engagement**

- Owner/Volunteer, Coding School: Provide free coding classes for children in partnership with local university
- Motivational Speaker: Recognized for achievements at the 2015 Women at Intel Network (WIN) Conference