



Kim Sasko

Senior Director
Oracle On Demand

As senior director of Oracle's On Demand Global Delivery organization, Kim is responsible for Global Incident and Event Management services. Her responsibilities include managing a global team of technical experts to identify and resolve customer issues quickly and deliver revenue-generating services to customers. In addition, she is responsible for On Demand's Global Customer Call Center.

Prior to joining Oracle, Kim was the first-ever Business Process Outsourcing (BPO) client executive for Hewlett-Packard (HP). Her key duties were to ensure that HP was a highly satisfied internal BPO customer; to align BPO business objectives with HP Corporate; and to see that HP's value capture goals were met. Kim was responsible for managing the executive relationships inside HP, managing a team of account managers and project managers, acting as an overall focal point and integral member of the HP line-of-business unit teams that partnered with HP BPO for a variety of off-shore business transaction-processing services.

In 2003, Kim was promoted to vice president of the HP Services Americas Operations and IT organization. This segment provides regional leadership for the aggressive implementation of key processes and business solutions, including Information Technology, Total Customer Experience/Quality (TCE/Quality), Customer Operations and Engagement Program Office.

From 2000-2003, Kim led TCE/Quality and Customer Operations for HP Services North America. In this role, she was responsible for the Services Order Administration organization, including Call Center responsibilities, region TCE and Crisis Management programs and teams.

Prior to that, Kim managed the Crisis Management team for HP Services North America, and she was the Site IT Manager for the HP Colorado Springs facility. From 1993 to 1998, she held overseas assignments in Budapest, Hungary and Singapore. Her work experience includes a variety of leadership roles in HP and Oracle.

Kim holds a bachelor's degree in computer science from Indiana University and a master's degree in business administration from the University of Denver. She serves on the Board of Denver inner-city school, Watch-Care Academy, and is active in various fundraising activities for the school. She loves living in Colorado and is very proud to call Denver her home.