



Presenter

Arlene M. Terry, Diversity and Workplace Programs
Manager, Human Resources, IBM Canada Ltd

Ms. Terry is currently the Diversity and Workplace Programs Manager within the Human Resources arm of IBM Canada Ltd. Prior to this formal role she participated on a volunteer basis on diversity councils and network groups since their inception in the company a decade ago, implementing programs, providing leadership and guidance in her past capacity as both vice-chair and chair of business unit councils and network groups. She also has over five years of developed expertise in personnel management, team leadership, facilitation, and overall service delivery, and she is an informal coach and career mentor to other IBM employees. She has nine years of experience in a large systems software technical support environment, and she spent 18 months as Team Lead of the Networking Systems Remote Support Platform. Ms. Terry is the recipient of numerous awards including:

- Special Achievement Award (1995)
- Team Success Award (1997/1995)
- Appreciation Award (1999/1997/1995/1994)
- Value In Performance Award (1990)

Other personal and professional accomplishments include:

- Honours Bachelor of Arts Degree, Glendon College, York University, 1986
- Certificate of Bilingual Competence (French), Glendon College, York University, 1986
- Managing in New Blue (IBM Management Development Course), 2000
- New Manager-Leader Development (NMLD) Course, 1999
- Attendee at the Customer Service (CS) Executive Leadership Forum, 1996
- Attendee at the Women of Colour Technology Awards Conference, Atlanta, 2000
- Chair, Product Support Services Diversity Council, 1999
- IBM Women In Technology (WIT) Program participant - ongoing
- Member, IBM Canada Diversity Council, 1999-2000
- Chair, Black Informal Networking Group (BING), IBM Canada, 2000
- Vice-Chair, Product Support Services Diversity Council, 1998
- Valedictorian and English Award Recipient - Westview Centennial Secondary School, 1982
- Outward Bound Mountain School Graduate, Keremeos, British Columbia, 1981