

EMERGING LEADER

Lisa E. Depew

Intel Corporation



CITATION

For innovative engineering, business operations, and customer management initiatives in the semiconductor industry; for leadership in education initiatives and advocating work/life balance for women in technical professions.

Lisa Depew is the engineering manager for the support organization in the Business Client Platform Division of Intel. Asked to join this division because of her reputation for outstanding customer service and her track record for defining problems, removing roadblocks, and delivering results, Depew made significant improvements within months. From 2011 to 2012, the team's service level agreement adherence skyrocketed from 50 percent to a record 89 percent and is tracking at 95 percent in 2013. She owns and continues to drive support strategy for more than 100 million business PCs in Intel's PC Client Group, navigating a complex business computing environment involving Intel hardware, software, and firmware; Enterprise IT infrastructure and firewalls; and third party software and security certificates.

Depew graduated with a B.S. in electrical engineering from the University of Dayton in 1999. She joined Intel in 2000 as a platform applications engineer. She provided applications engineering support to multinational corporations and was instrumental in the team's expansion to Shanghai, providing on-site training for new personnel and enabling them to

accomplish in three months what was projected to take a year. Depew's Design-in-Training for customers in the United States and Asia strengthened Intel's international customer relations, and brought her recognition for exceptional customer management skills.

Moving on to advanced technical sales and eventually becoming service bureau manager, Depew drove automation initiatives for reviewing customer designs. To avoid the high cost of going to production with a critical design flaw, Depew built a design review services team, concurrently managing support of 16 Intel server, desktop, mobile, and embedded products. In one year, her team reviewed — and found critical flaws in — customer designs representing half a billion dollars in Intel silicon sales.

Very active in education initiatives, Depew has served on the board of three Intel employee groups. As a leader in the Women at Intel Network (WIN), she designed and implemented "Mentor Monday," one of WIN-Folsom's best attended 2012 activities, which fostered career development and growth opportunities for more than 150 employees. She has designed and hosted numerous

Intel workshops and community science activities, teaching countless participants about the benefits of education and careers in science, technology, engineering, and mathematics (STEM). In 2010, Depew was selected from hundreds of Intel applicants to participate in the Intel Education Service Corps. She traveled to Kenya and taught computer literacy through Orphans Overseas, a nonprofit organization.

Married with two young sons, Depew champions work/life balance for women through Intel and SWE. She has been featured in *Working Mother* magazine and on MSNBC.com. A member of the SWE Sierra Foothills Section, she is active in the Engineering Awareness Program and speaks often at schools and community events. She has given workshops on a range of topics, including working mothers and work/life stressors, at several SWE annual conferences. A pioneer among technical women who have held part-time jobs at Intel, Depew is an advisor for Intel's work/life balance program and has consulted with the company's human resources department in Japan on solutions for working technical women abroad.