

Doug Bourgeois

VP, Chief Cloud Executive, US Public Sector, VMware



Doug Bourgeois joined VMware as VP and Chief Cloud Executive for the Public Sector in April 2010. In this role, he leads the development and execution of VMware's cloud computing strategies for the Public Sector market in the US. He also serves as the Chair of the Public Sector Innovation Group of the Software and Information Industry Association (SIIA) to help drive innovation through thought leadership across the Public Sector including legislative and administrative policies.

He joined VMware from the U.S. Department of the Interior, where he served as the Director of the National Business Center (NBC) since October, 1, 2004. In this role, he led more than 1,800 employees and contractors in 24 states to provide business management services government-wide such as: information technology, payroll, human resources, financial management, contract management, and

management consulting. Under his leadership, the NBC was competitively selected to be a shared services provider of payroll, human resources, financial management, information technology and security services for the Federal government. He also led the NBC to develop and implement comprehensive cloud computing services, leveraging the NBC's shared services infrastructure, defense-in-depth security model, and extensive virtualization capabilities. Through his commitment to service excellence, the NBC earned notable achievements including an ISO 9001 certification and service level achievement rates that consistently exceeded 97% across major service lines.

Prior to joining Interior, Doug served as the Chief Information Officer at the U.S. Patent and Trademark Office (USPTO), where he led the successful migration of the USPTO business operations to a completely electronic process. This included transforming the traditionally manual patent examination process to an online environment, providing published patent applications under review online to the public, digitizing granted patent documents and eliminating 25 million paper copies as a result, supporting the technology of an award winning telework program, and achieving an electronic filing rate that consistently exceeded 95%.

From 1994 to 2001, he held several roles at FedEx, including the Managing Director of Global Customer Service Technology with responsibility for the successful 1-800-GoFedEx telephone network, all interactive telephone based applications used by FedEx customers to track packages and schedule pickups, as well as all systems used by 3,500 FedEx Call Center employees world-wide to process several million transactions daily.

Doug earned a B.S. degree in Aeronautical Engineering from Cal Poly University in San Luis Obispo, California and an M.B.A. degree in Finance from Tulane University in New Orleans, Louisiana.