

NICHOLAS NESBITT, OGW

General Manager, IBM East Africa

Nicholas Nesbitt is the General Manager of IBM East Africa. He leads all of IBM's operations in 10 countries in the region. Mr Nesbitt leads several hundred people in the region, including the teams that manage the IT networks for Airtel and the IBM Research Africa Lab. IBM is a market leader in Analytics, Cloud and Security services, and the dedicated teams based on Nairobi have been very successful in delivering the latest and most appropriate solutions to private and public sector clients over the past few years.



Previously, Mr Nesbitt was the Chief Executive of KenCall, the leading international BPO/call center outsourcing company in East Africa and has been recognized as the Top Non-European Call Center globally, the fastest growing Top 100 company in Kenya and one of the best mid-size business in East Africa. Harvard Business School and MIT Sloan School of Business have both written case studies on KenCall, which are taught to MBA students across the world.

Prior to starting KenCall, Mr Nesbitt held senior executive positions in the United States at Qwest Communications, Rhythms, US WEST and Square D. He began his career as a management consultant at The Boston Consulting Group.

Mr Nesbitt has been a board member of the Central Bank of Kenya, Commercial Bank of Africa (CBA), AMREF Flying Doctors, Kenya School of Monetary Studies, Multimedia University and Gateway insurance. He is also a Board Member of KEPSA (Kenya Private Sector Alliance) and a Director of the American Chamber of Commerce.

Mr Nesbitt is an active member of the World Economic Forum and the Young President's Organization (YPO), a global organization comprised of the leading young business people in almost every country in the world.

Mr Nesbitt has been profiled frequently in global and regional media as an industry leader and visionary. He is also a regular speaker and panelist at conferences in Kenya and around the world.

The President of Kenya awarded Nicholas a presidential honor, the Order of the Grand Warrior (OGW), in recognition of his pioneering spirit and accomplishments in creating the Kenyan BPO industry.

Mr Nesbitt university education was in the United States. He received his MBA from Stanford University and both his Masters and Bachelors of Engineering degrees from Dartmouth College in New Hampshire in the United States. He is a keen golfer and mountain biker and enjoys safaris.

