

Speaker's Bio

Hilary Mine,
VP Strategy & Technology,
Nokia, Customer Experience



Ms Mine leads Strategy & Technology for Nokia Customer Experience– it's global sales and marketing organization. Ms Mine and her team ensure a strong voice of customer in Nokia's technology strategy and vision to support the broader goal of helping Nokia's customers realize their ambitions, while supporting the Customer Experience organization with thought leadership, new market incubation, and customer success strategies.

In addition, Ms Mine serves on the Executive Board of Digital Europe as President.

Previously Ms Mine ran Nokia's sales and customer operations in Nordics, Baltics & Benelux, where she and her team supported the launch of some of the first 5G networks in Europe. Prior to that, Ms Mine was based in Silicon Valley and ran Nokia's Global Network Transformation practice. She has also run Alcatel-Lucent's global Consulting Services business, and prior to that was based in Sydney Australia where she was responsible for the full regional business of Alcatel-Lucent in North Asia and Australasia/Oceania which included sales and delivery of large transformation and managed services projects, and well as being Managing Director of both Australia and New Zealand.

Before joining Alcatel, Ms Mine was a much cited and published analyst and consultant working across the IT and telecom industries. She has worked in the communications and IT field for more than 25 years, during which time she has held senior executive roles with Nokia, Alcatel-Lucent, Technicolor and Probe Research, and has lived and worked extensively in Asia Pacific and Europe, as well as North America.

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