



Vikas Kapoor
President & CEO



Vikas Kapoor is the President and CEO of iQor, a global business process outsourcing (BPO) company, employing nearly 9,000 people in America, Europe and Asia.

Kapoor took the helm of iQor in 2004, and has led a dramatic improvement in the company's operating and financial performance. After five straight years of declining performance, iQor has had double-digit revenue and profit growth every year for the last five years and is now one of the fastest-growing companies in the global BPO industry. At every step, Kapoor has challenged conventional wisdom which includes going against current offshoring trends by generating as many jobs in the US as offshore. In addition, iQor has pioneered ground-breaking innovations in BPO technology and processes. Kapoor has launched a series of highly innovative changes that are strategically repositioning iQor as a breakout company in the BPO industry, including:

- Establishing a comprehensive global footprint (including Canada, the U.K., India, the Philippines, and Mexico) and developing a revolutionary work allocation system which will assign each call to a different location based on an analysis of where it should ideally be worked.
- Deploying the first end-to-end VOIP network in the BPO industry—allowing iQor to deliver any call, anywhere, any time.
- Developing the most innovative software applications in the BPO industry—including PE 2.0 and Quantum Match, proprietary methodologies for understanding customer behavior and developing treatment strategies at the account level.

Many of these innovations build on Kapoor's experience in the technology and services industries. Prior to his arrival at iQor, Kapoor was President and CEO of Toronto-based Delano Technology, a publicly held customer relationship management software company. Prior to Delano, Kapoor was President and CEO of Walker Digital, an incubator of Internet businesses that served as the launch pad for priceline.com. Prior to that, Kapoor co-founded and built Mitchell Madison Group, one of the most exciting professional services firms of the 1990s. Kapoor started his career with McKinsey & Co., where he served a number of blue-chip financial services and technology companies in the U.S. and Japan.

Kapoor has been featured by a number of publications including *BusinessWeek*, *New York Times*, *Times of London*, *Investor's Business Daily*, *IndUS Business Journal*, and *The Post and Courier* and is a frequent speaker and commentator on corporate turnarounds, technology, globalization and business trends. Most recently, he spoke at the World Economic Forum's 2nd Annual Meeting of the New Champions 2008 in Tianjin, People's Republic of China and the Milken Institute's Global Conference on the rise of India.

Kapoor serves on the boards of The Metropolitan Opera, Cooper Union and the Rubin Museum of Art. He is also a member of the Young Presidents' Organization and Philippine President Gloria Arroyo's International Board of Advisors.



Kapoor earned an MBA from the Harvard Business School, where he was a Baker Scholar. He also holds an MA in Philosophy from Harvard University and is a magna cum laude graduate of Princeton University.

He has a keen interest in architecture and landscape design and collaborated with Michael Graves and Michel Desvigne on a ground-breaking interpretation of a New England farm in Litchfield, Connecticut. He also designs and builds furniture with some of the leading furniture-makers in the United States and is an avid wine connoisseur. Kapoor lives with his wife, two daughters and son in New York City.