

## Clara Shih

Founder & Executive Chair of Hearsay Social, Author of The Facebook Era, Member of Starbucks Board of Directors

Clara Shih is founder and board chair of global software company Hearsay Systems, technology investor, and member of the Starbucks board of directors. She serves as an advisor to companies on how to transform their customer engagement, operations, and business models for today's digital era.

Named a Young Global Leader by the World Economic Forum, one of Fast Company's "Most Influential People in Technology," and both Fortune and Advertising Age's "40 Under 40," Clara developed the first social business app in 2007 and subsequently authored the bestselling book The Facebook Era. She has served in business and technical roles at Google, Microsoft and Salesforce.com.

Clara graduated #1 in computer science from Stanford University, where she also earned an M.S. in computer science. She also holds an M.S. in internet studies from Oxford University, where she studied as a United States Marshall Scholar.

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