Americas Professional Services Consultants

Our unique vision, mission, and values are hinged on always providing the highest quality professional services and ensuring we are driving customer success. We attract and retain the most experienced and passionate professionals, so our customers always feel confident that they are working with the best. Our consulting team is effectively engaged alongside our customers and partners to plan and deliver new collaboration capabilities, features, and workloads. We deliver critical services and business solutions that address customer objectives and help overcome their challenges, while delivering great results. —Vince Griffin

Microsoft Professional and Voice Services

Mark, *Microsoft UC and Voice Consultant*

Mark joined Polycom in 2014. He is a results-oriented, creative thinker, and problem solver. He has the ability to establish rapport with customers and convey information with clarity and enthusiasm so everyone can understand. "I attentively listen and collect customer requirements in order to provide creative solutions to meet customer's needs." Mark has a master's degree in Telecommunications from the University of Colorado and a bachelor's degree in Computer Information Systems. He has certifications from Cisco, Microsoft, Wireshark, ITIL, and VMware.

Alexei, *Microsoft Solutions Architect and SME*

Alexei has been in the industry for over 17 years. He joined Sentri, Inc. in 2007, which was acquired by Polycom in 2013. He is focused on providing technical expertise and creating Microsoft Unified Communications and Collaboration solutions. He has acquired a strong background in voice, data networks, and IP telephony solutions. He designs, deploys, and supports collaboration solutions, such as Office Communications Server and Interactive Intelligence call centers. "I understand client business requirements and translate them into solutions requirements, then deliver their solutions by implementing and developing robust hardware and software solutions." Alexei has the following certifications: Interaction Center Certified Engineer; Office Communications Server 2007; SonicWall Certified; Microsoft Lync Certified Master; and Microsoft Certified Solutions Master Charter.

John, *Microsoft UC and Voice Consultant*

John has been with Polycom since 2014. He specializes in the architecture and design of Microsoft Lync deployments to assist clients in optimizing their business requirements from POCs (Proof of Concepts) to production implementations. He also specializes in endpoint support, provisioning, and customization. These endpoints include Polycom® VVX®, RealPresence Trio™, and Polycom® CX. John spent 13 years in the global IT industry with experience working with technologies including, but not limited to, MS Active Directory; MS Exchange; MS Lync; MS SQL; Polycom® RealPresence® collaboration infrastructure solutions; SIP Trunking; PBXs; and Voice Gateways. With his experience and knowledge, John provides complete solutions from start to finish by understanding the client's business requirements and goals. "I help customers by finding custom solutions to solve use cases and/or problems." He has an associate degree in Computer Networking and is ITIL Foundation certified.

Design Services

Ronnie, *Solution Design Lead*

Ronnie joined Polycom in 2015. He has 14 years of IT experience with the last several years integrating Unified Communications with video and voice. He is certified in ITIL Foundation which helps with processes. His strengths are Lync, Video, Exchange, SharePoint, and Voice. He has experience as a DBA. "My role is to help the customer maximize their Polycom collaboration infrastructure solutions and its integration with Lync and Exchange. I design a solution for the customer to minimize the risks and to help them get more usage out of the products they purchased from Polycom." Ronnie earned a master's degree in Information Systems Management.

Teressa, *Customer Experience Consultant*

Teressa began consulting for Polycom in 2015. Originally hired to streamline technical documentation, she quickly began adding value to the Professional Services team seeing areas to improve business processes. She provides consulting for Solution Design and Envisioning Services, as well as marketing the team's successes. "With my master's degree in Anthropology and International Development, I bring a humanistic approach to our technology solutions enabling our team to better know the needs and wants of our customers." Teressa earned her Master of Arts degree from Colorado State University and Bachelor of Arts degree in Anthropology and Art History from the University of Denver.

Balaji, *Solution Consultant*

Balaji has worked with Polycom since 2012. He is a results-oriented, customer-focused professional with more than 14 years within the telecommunication industry.
He has demonstrated successful completion of high profile Proof of Concepts, pre-sale and post-sales Solution Consulting involving Polycom collaboration infrastructure and integration of other third party Unified Communication Systems. He has hands-on expertise in Microsoft environment deployment/management which includes Active Directory, Domain Controller, Certificate Authority, Domain Name Services, Exchange Servers, Lync 2010, Lync 2013, Skype for Business, other MS Servers (Win 2008 Server, Win 2012 Server). In order to help our customers, "I work closely with the customer teams (IT/Network/Security) educating them on Polycom video solutions and help drive the completion of projects in a timely manner." He earned a Master of Science degree in Network Communications and Security.

Media Services

Tim, *Senior Solution Consultant*

Tim joined Polycom in 2011. He works within VCM (Video Content Management and Streaming) services as an installer and subject matter expert. He's always been a tinkerer and enjoys spending time with a solution to learn all of its ins and outs. "I can be ready and prepared for any customer situation that may arise. I help customers define their business needs, then design and implement recording and streaming solutions that meet those needs, as well as bringing my knowledge to bear in assisting my colleagues throughout Polycom." Tim attended Wentworth Institute of Technology, majoring in Computer Science and holds a number of industry certifications from Polycom, Microsoft, VMware, and Wowza.

Sean, *Field Support Engineer*

Sean has been with Polycom since 2012. His strengths are customer communications and maintaining relationships. "Challenging customer situations are my specialty. The best way to build relationships with the customer is to unlock value in their product. I constantly probe the customer to find new use cases to increase their product utilization." Sean attended Towson University and Strayer University and holds a Bachelor of Science degree in Computer Science.

Greg, *Senior Solution Consultant*

Greg started with Accordent Technologies in 2009, which was acquired by Polycom in 2011. His specialties include video, media, and streaming system technology integration. He is experienced with system architecture/design, defining customer requirements, and the successful management of pilot projects and application architectures. He's also a skilled project manager, mentor, and trainer in the areas of technical project management and system architecture. "I apply years of industry experience with years of Polycom product maturity for a tailor-made customer solution and implementation." Greg is a retired USAF Lt. Colonel where he served in a variety of technology leadership roles. He holds a FCC Commercial General Radiotelephone License. Greg earned an MBA from Western New England University and a Bachelor of Science degree in Electrical Engineering from the University of Louisville.

Managed Services

Chase, *Managed Services Solutions Expert*

Chase has worked at Polycom for 23 years. In his role with Managed Services, his strengths are networking, data centers, PBX, finances, and bills of material. He helps the customer by defining solutions for global UC, relocations, and video conferencing. "I determine the customer's video conferencing needs, and understand their environment for video conferencing. I then use this information to design a solution to meet their needs, and provide a custom quote for them, which includes the price. We then work together to define the solution in a Statement of Work (SOW), which will be used to close the deal. After the purchase order is signed, I work to hand off the pre-sales work to the Polycom deployment team, in order for them to actually deploy the solution". Prior to working with Polycom, Chase served in the US Navy.

Brian, *Solutions Architect*

Brian started at Polycom in 2012. He was brought on to help support and install customer's products and assist in making changes to the product to help it grow. His technical background and ability to work with customers, both on the technical and "human" side are strengths in his role. "The best way I help, aside from the technical knowledge, is by my ability to talk to all levels of customers from the CIO to non-technical users, to help them understand what we are doing, and to ensure Polycom is implementing what helps them the most." Brian attended Delta College in Stockton and California State University-Chico, and earned a Computer Science degree.

Polycom® RealAccess™ Analytics Services

Bala, *Solutions Consultant*

Bala has contributed to System/Solution Architecture and Integration at Polycom since 2013. His strengths are Carrier (wireline & wireless); Enterprise VOIP (SIP and H.323); Third party interoperability, and protocol compliance. He also has a strong development background and data analytics experience . "I am involved with every stage of the product development lifecycle of Polycom® RealAccess™. I'm responsible for Engineering/Architecture, pre-sales demo, onboarding customers, training, and resolving any post-deployment issues." Bala has a Master of Science in Information Technology from Northwestern University and an MBA from Northern Illinois University. He also holds a Bachelor of Science degree in Electrical Engineering from India.

Professional Services Management

Vince, *Senior Manager of Professional Services*

Vince joined Polycom in 2010 and brings over 20 years of leadership, professional consulting, customer service, and organization development experience. He is currently responsible for overseeing the consulting services practice and managing service delivery in the Americas. This includes delivery of the Polycom collaboration infrastructure and Skype for Business Envisioning Services, Solution Design Services, Microsoft Lync/Skype for Business Services, VVX®/RealPresence Trio™ Voice Services, Video Content Management Services, RealAccess™ Services, and Managed Services.

Vince is focused on relationship and communication building; business acumen; and results-driven solutions in an evolving environment. He earned a Master of Science degree in Management and Information Systems from J. Mack College of Business at Georgia State University. He holds PMP and ITIL certifications along with a host of other industry certifications.

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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