

## **Cisco Systems, Behind the Hardware**

Tom Freeman, Business Operations Manager  
Cisco Systems, Inc.  
San Jose, CA

### **Abstract:**

Cisco is the worldwide leader in IT that helps companies seize the opportunities of tomorrow by proving that amazing things can happen when you connect the previously unconnected. At Cisco customers come first and an integral part of our DNA is creating long-lasting customer partnerships and working with them to identify their needs and provide solutions that support their success.

The concept of solutions being driven to address specific customer challenges has been with Cisco since its inception. Husband and wife Len Bosack and Sandy Lerner, both working for Stanford University, wanted to email each other from their respective offices located in different buildings but were unable to due to technological shortcomings. A technology had to be invented to deal with disparate local area protocols; and as a result of solving their challenge - the multi-protocol router was born.

Since then Cisco has shaped the future of the Internet by creating unprecedented value and opportunity for our customers, employees, investors and ecosystem partners and has become the worldwide leader in networking - transforming how people connect, communicate and collaborate. Turning their attention to the future, Cisco is focused on facilitating and harnessing the Internet of Things (IoT) to connect the unconnected aspects of our world.

In this presentation, we will talk about Cisco as a whole, some of the many career paths open to a TIM student, and engage in a detailed discussion around specific functions of interest, including the roles of an operations manager, technical marketing engineer, and systems engineer.

### **About the Speaker:**

#### **Tom Freeman**

Tom graduated from UCSC Fall 2009 with a B.S. in Information Systems Management. Tom has played a variety of roles during his eight years with Cisco, including engagements with teams spanning program management, operations/finance, web/mobile development, technical marketing, and sales. He is currently working as a Systems Engineer for the Bay Area Select commercial sales team. Tom is a passionate futurist and avid audiophile, holding a variety of business and technical certifications including the CCNA (Cisco Certified Networking Associate), PMP (Project Management Professional), and CSM (Certified Scrum Master).