

SENIOR INFORMATION TECHNOLOGY EXECUTIVE with nineteen years of experience in Engineering, Operations, Sales, and Data Consulting services, specializing in Video and Unified Communications solutions. Led the technical team that built the world's first cloud-managed video service. Proven ability to balance technical expertise and business acumen with unique perspective while delivering solid results. Decisive leader with ability to balance business needs with technology to address rapidly changing aspects of an intensely growing market.

QUALIFICATIONS

- ❖ H.323/SIP Network Design and Management
- ❖ Enterprise Systems Planning & Integration
- ❖ Business Development
- ❖ Product Development
- ❖ Project Management
- ❖ Strategic Business Planning
- ❖ R&D and Development Lifecycle
- ❖ Sustaining Network Engineering
- ❖ Change Management
- ❖ Security

PROFESSIONAL EXPERIENCE

April 2001 – Present GLOWPOINT, INC. Murray Hill, NJ

January 2007 – August 2011 **Vice President of Engineering**

- Responsible for all Research & Development, Software Development, Corporate IT, Pre-Sales Solutions, Complex Engineering Services, and Sustaining Engineering for this publicly held company
- Designed, launched and managed a complex two-way video conferencing/telepresence network comprised of world wide Data Centers and Cloud Based Computing service model, producing \$28 million annually in revenue with managed services group growing at 38% per year
- Lead team of 20 professionals as well as contractors
- Saved the company \$1 million annually by optimizing opex spending for the network, ensuring support of the product while enhancing service capabilities and market strength.
- Responsible for establishing and managing a multi-million annual budget for capital and operational expenses for the technology platform
- Redesigned and built out diverse call center that expanded business model with tremendous efficiencies while reducing overall expense and gaining major call center feature sets
- Played significant role in business development, assisting with capture of several multi-million dollar, multi-year contracts with Fortune 1000 companies.
- Held key role in the development of new service offerings to the marketplace

April 2005 – January 2007 **Sr. Director of Sustaining Engineering**

- Led team of 9 engineers responsible for sustaining engineering of worldwide MPLS service provider platform
- Drove standardization of service platform elements and process
- Achieved \$600k cost Operational Expense reductions
- Improved Engineering documentation by providing structure and standardization
- Improved IT helpdesk performance to manageable SLAs

April 2003 – April 2005 **Director of Professional Services**

- Provided pre-sales engineering support to team of 100+ sales force and channel partners
- Generated revenue from Professional Service engagements
- Key enabler for selling major accounts

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- Played interim VP of Operations role for 4 months during search for replacement

October 2001 – April 2003 Sr. Network Engineer

- Provided Tier III installation and support to enable video solutions
- Used as resource for leading a growing and complex service provider operations staff
- Documented systems requirements for growing business needs of service delivery and support operations

April 2001 – October 2001 Contractor

- Provided engineering services to build first two-way video-centric backbone
- Trained and shared knowledge to enable Network Operations Center
- Provided design documentation

August 2000 – April 2001 Cisco Systems New York, NY

Sales Support Engineer

- Specialized in web content delivery solutions
- Presented to clients and provided requirements matching to technology solutions
- Provided solution design support to key prospective clients
- 2MM closed business in the first 6 months and 100% quote attainment

August 1999 – August 2000 Lucent Professional Services (formally INS) New York, NY

Network Systems Engineer

- Serviced clients such as JP Morgan, McKinsey & Company, Bear Stearns, and other financial services
- Provided Windows Server, VPN Solution design consulting for various VPN technologies
- Excelled in areas of relationship management with clients
- Led Knowledge sharing sessions with other consulting resources to strengthen overall company methodology knowledge
- Recognized for multiple “at-a-boy” awards providing tactical and strategic wins inside client engagements

September 1996 – August 1999 Johns Brook Company Keene Valley, NY

Manager of Professional Services

- Designed and implemented a multi-protocol global network for a major game software developer/distributor/publisher based in New York City
- Responsibilities ranged from network design, configuration and management network hardware, servers, and desktops, including team management, project management, support, and disaster recovery
- Provided high level technical support to helpdesk support group
- Team leader for consulting group at corporate client’s site
- Provided technical support to project sponsors to identify new opportunities within multiple accounts
- Developed as-built drawings and documentation for corporate standards and reference materials
- Installed and supported Picture Tel Video Conferencing products
- Made Partner in 1998

September 1994 – August 1996 Knight Ridder/Bridge Information Systems New York, NY

Data Communications Analyst

- Installed and maintained global network nodes for delivery of real-time financial data
- Provided flexibility in shift changes to support critical data operation
- Maintained all documentation, diagrams and department databases
- Maintained IT Support for 550 users both server, client workstations & phone system

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EDUCATION

DeVry University - Associate Degree - Electronics
Thomas Edison State College - Bachelor - Applied Electronics Engineering - (Target Completion 2013)

PATENTS

(Pending) Application - 20050177718 - Systems and methods for video transport service
(Pending) Application - 11963527 - Video Call Distributor

SPEAKING ENGAGEMENTS

Infocomm 2008 - From AV to IT
Interop Las Vegas 2009 - Network Requirements for Supporting Enterprise Video Conferencing
VoiceCon Orlando 2010 - Supporting video on the enterprise network
Infocomm 2011 - Emerging Technologies
CompTIA / InfoComm Strategy Summit 2010

CERTIFICATIONS

MCSE+I (Microsoft Certified Systems Engineer + Internet), 1999
CCNA (Cisco Certified Network Associate), 2000
CCNP (Cisco Certified Network Professional), 2003

PROFESSIONAL DEVELOPMENT

Sales Engineer as Public Representative - public speaking class specific for Sales Engineering support resources (2001)
Classic 10 - Marketing and Product development training (2004)