

Résumé for Carlos Pignataro

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Overview

Carlos Pignataro, innovative thought leader with broad and deep expertise in many technologies and 20 years of experience, brings technology vision applied to business solutions and dramatic customer focus.

Recognized industry expert in network and protocol architectures, with great influence and collaboration skills in pan-organizational projects delivering business and technology value, Carlos has made substantial industry contributions across diverse networking areas. A Cisco Distinguished Engineer for over 10 years, and CTO, Carlos drives technology excellence in multiple roles across Cisco.

Highlights

- CTO, Distinguished Engineer for 10 years, Cisco Services, Adjunct Professor at NC State University, Board Member and Advisor
- Co-author of 3+ books, Co-chair of the Cisco Services patent committee, Co-author of over 50 Internet RFCs, and Co-inventor of 170+ Patents
- Co-Chair L2TPEExt and LIME Working Groups at IETF, member of the Internet Area, Routing Area, Operations and Management Area, and the Performance Metrics Directorates at IETF, Expert for ARP and L2TP Parameters at IANA, and Broadband Forum Ambassador
- Values people, humor, talent development, innovation, technical excellence, and doing well by doing good

Full bio available at <http://carlos.pignataro.net/bio>, full resume at <http://carlos.pignataro.net/resume>.

Work Experience

Cisco Systems, Inc.

1999 – Present

CTO, Chief Solutions Architect, Global SP Services

2018 – Present

- Accelerating customer success by driving repeatable SP architectural solutions

Distinguished Engineer, Services

2007 – 2018

- Builds and incubates emerging-technology-based growth areas for the Services \$12B business, member of Services Strategy Staff
- Makes technological decisions that drive strategy and produce new business models, sponsors and leads major initiatives
- Evangelizes technology, creates new Solutions that positively impact products, services, and customers
- Mentors, develops and builds talent, influences broadly and cross-functionally

Technical Leader, Global Escalation Team

1999 – 2007

- Handle difficult and complex escalations, where technical expertise and critical account management is required
- Work on stalled, pervasive bugs and security-related vulnerabilities, work on strategic new products and technologies

SoftNet S.A. (now Logicalis)

1998 – 1999

Mercury Communications

1997 – 1998

Education

Instituto Tecnológico de Buenos Aires (ITBA)

M.S., Telecommunications and Networking

1995 – 1997

Salutatorian, "Honor Diploma", GPA: 9.64 out of 10 (3.86/4)

B.S., Electrical Engineering

1992 – 1995

Salutatorian, "Honor Diploma", GPA: 9.04 out of 10 (3.62/4)

Publications and Speaking Engagements

Books

- "People, Processes, Services, and Things: Services Innovation to Enable the Internet of Everything", ISBN: 9781631571008, Business Expert Press 2015
- "Network-Embedded Social Network Protocols" (Invited Chapter), "Understanding Programmable Networking Infrastructure", ISBN: 1441967680, Springer 2012
- "Layer 2 VPN Architectures", ISBN: 1587051680, CiscoPress/Pearson Education 2005
- "Cisco Multiservice Switching Networks", ISBN: 1587050684, CiscoPress/Pearson Education 2002

Blogs, Podcasts, and Interviews (partial list)

- "Adopting Smart Operations to Scale in a 5G World", Mobile World Live Session 2018
- "Career Innovation: Reinventing Yourself at Cisco", Cisco Blog 2018

"Distinguished engineer connects people through technology", WRAL TV 2017
"In-Situ OAM And Telemetry Is Magic – IETF 99", Packet Pushers, Episode 125 2017

Several Papers in IP.com, Technical Disclosure Commons, IEEE Globecom, and other publishers

Speaking Engagements

Speaker and session developer for CiscoLive conventions, Distinguished Speaker 2017 2000 – Present
Regular session developer, presenter and panelist at Cisco, IETF, and various customer and Industry events around the world.

Certifications

Cisco Certified Internetworking Expert – CCIE 4619 1999 – Present

Distinctions, Honors, and Awards (partial list)

Technology Services Industry Association (TSIA) – 2018 STAR Awards Winner – Innovation in Enabling Customer Outcomes, SP Digital Transformation 2018
Cisco Pioneer Award 2018, Exceptional Honorable Mentions: Core Technology, "IOAM", Productivity Solution, "SDP" 2016
Cisco Pioneer Award 2015-2016, Core Technology, "Segment Routing" and "Service Function Chaining" (Finalist) 2016
Innovating Innovation Challenge Winner, Harvard Business Review/McKinsey M-Prize for Management Innovation 2013
Sponsor of 2012 Forrester Groundswell Award Winner for Excellence in Social Media Collaboration Program, B2E 2012
Technology Services Industry Association (TSIA) – Fall 2012 STAR Award Winner – Innovation in Closing the Consumption Gap (Cisco Systems) 2012

Patents

Services Patent Strategist, and Co-Chair of the Cisco Services Patent Committee 2014 – Present
Over 70 US Patents Issued (see USPTO)
Over 130 US Patents Pending (see the published ones at USPTO), over 40 pending foreign filings
Over 10 International Patents

Networking Technology Industry Contributions

The Internet Engineering Task Force (IETF) and Internet Assigned Numbers Authority (IANA)

Author/Editor of **55 Internet RFCs**, ISSN 2070-1721, and many Internet-Drafts — see *Carlos Pignataro IETF Profile and IETF Documents* 2005 – Present
Co-Chair of the LIME (Layer Independent OAM Management), and L2TPExt (Layer Two Tunneling Protocol Extensions) Working Groups 2006 – 2018
Member of the Area Directorates: Internet, Operations & Management, Routing, MPLS RT, IP Diagnostics TG, Performance Metrics. 2011 – Present
"Primary Expert" for NSH parameters, "Expert" for ARP parameters, "Primary Expert" for L2TP parameters 2005 – Present

Other Standards Developing Organizations and Open Source

- CableLabs (Contributor to DOCSIS Specifications, including DEPI , Broadband Forum (BBF) Ambassador, MultiService Forum (MSF)
- Contributing author to Wireshark network protocol analyzer (successor to Ethereal), and active in VPP/FD.io and PNDA.io

Services Industry

International Society of Service Innovation Professionals (ISSIP) 2012 – 2016
Consortium for Service Innovation (CSI) 2011 – 2016
Technology Services Industry Association (TSIA) 2011 – 2012

Teaching and Academic

NC State University (NCSU), Department of Electrical and Computer Engineering (ECE) 2011 – Present

Adjunct Professor

- Co-developed ECE/CSC Class in Internet of Things, and Networking Labs
- Co-Advisor in graduate *Independent Study Projects* in the ECE 492/ECE 592/CSC 591 classes, "Special Topics in Electrical and Computer Engineering" – "Understanding and Managing Complexity in IT Systems"
- Lecturer and Co-Advisor undergraduate *Senior Design Projects* in the ECE 480/ECE 481 classes

Board Member, Master of Science in Computer Networking (MSCN) degree

Languages

- Spanish (native), English (bilingual), Italian (fluent), 日本語 (learning), and French (basic, but glad to pick it back up)