MARK WILSON

CISCO & AMAZON CONNECT INSTRUCTOR

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📍 **Eatonton, GA**

PROFILE

Mark's experience started in the mid-1990s with hardware and desktop support, eventually migrating to Server and LAN Administration and developing high-speed broadband solutions and ISP Services. Mark then joined SLI (named CCTI at the time) in 1999 teaching Cisco courses on routing and dial-up networking. He taught contact center courses on Cisco ICM before migrating to Call Manager, Unity, and CRS (an early name for UCCX).

Mark worked at Avaya for several years as a sales engineer and solutions architect, focusing on large contact center customers. That was followed by an opportunity to return to his roots performing support for networking, voice, small contact centers, and other contract services.

His current focus at SLI is both on-prem and cloud-based contact center solutions provided by Cisco, AWS, and others, whether as an instructor or course development.

CAREER HIGHLIGHTS

CERTIFICATIONS

- CUCCES
- AWS Certified Cloud Practitioner
- CCNA Routing and Switching
- CCSI

AWARDS

- Cisco Instructor Excellence Award (2020, 2021, 2024)

"Mark is very knowledgeable and engaging with the way he runs the class. Amazing work as always!!!" –Ian, Systems Engineer

"Mark was great & willing to answer my questions, help me troubleshoot & even stayed late to help me run through labs." -Joshua, Operations Engineer

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