MIKE KEUTZER

CISCO SYSTEMS TECHNICAL INSTRUCTOR

@ **mkeutzer@sunsetlearning.com**

📍 **Denver, CO**

PROFILE

Mike has been involved in information systems for almost 30 years. His IT career started in the Marine Corps where he spent 8 years as a computer technician working on radar defense systems.

Mike joined SLI, formerly CCTI, in 1997 as a technical instructor teaching classes in the Microsoft curriculum. He earned his designation as a Certified Cisco Systems Instructor and began teaching courses on Cisco advanced routing and switching, with early exposure to the voice world of Cisco. Mike also assisted in the design, implementation, and operation of SLI's voice and data networks.

Mike was one of the first instructors certified to teach the ICM product. Mike also continued to augment his education of the Cisco Voice world with courseware and implementation of early CallManager and Unity systems. Mike saw the current Contact Center Enterprise environment from birth to its current state of maturation and is now where he spends most of his instructional duties. His expertise in the various components of the UCCE solution(s). He has authored several contact center training materials and continues to help develop courses in the Cisco Contact Center space.

CAREER HIGHLIGHTS

CERTIFICATIONS

- CCSI
- CCNA
- CCVP
- CJP Expert/Instructor
- Microsoft MCSE
- Microsoft MCT
- Microsoft MCP+

AWARDS

- Cisco Instructor Excellence Award (2013-2024)

"I especially enjoyed Mike's writing style in the manuals, the down-to-earth comments and humor helped keep my attention up and stress down. He obviously is an expert in this product. One of the finest instructors I have ever had." - Sandra, Systems Engineer

"Mike clearly has an excellent grasp on the material and presents it in a matter that is engaging." - Matt, Developer

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