Employee Updates

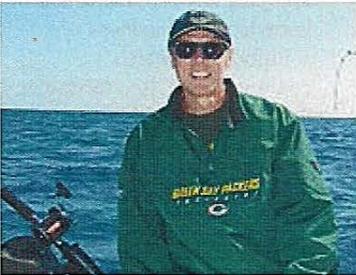## Distinguished Services Engineers Lead the Way

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The Customer Advocacy organization at Cisco is home to thousands of engineers, yet fewer than 20 of them have ever earned the title of Distinguished Services Engineer.

Entering the ranks of this select group means that you are more than just a brilliant engineer. It means that you have proven yourself to be an engineering leader at Cisco. The Distinguished Services Engineer facilitates knowledge transfer, fuels technological innovation and new business solutions, and helps to shape change.

The most recent Distinguished Services Engineers at Cisco are Mike Frase, Bill Parkhurst, and Frédéric Detienne.

Mike Frase

Mike Frase has most recently been providing leadership and support to CA Technical Services teams worldwide in the arena of NX-OS, the Nexus operating system.

The owner of CCIE certifications in Storage Networking and Routing & Switching, Mike Frase is a subject matter expert in the areas of data center, SAN, and the Cisco Nexus and MDS products.

Through training sessions, development of training bootcamps, and frequent speaking engagements, Frase has built a competency within the company around his areas of expertise and formed strong relationships with the Cisco development, support, and field sales organizations, and the customer, according to Robert Santiago, director, Customer Assurance Engineering.

"Mike does a great job of evangelizing Cisco's emerging technologies—bringing those to the forefront and setting the expectation with the Technical Services organization about what's coming down the pipe, what are the skills requirements, and what is the knowledge gap that he sees in the company for supporting these programs," Santiago says. "He helps identify those things and transfer knowledge to get people up the learning curve."

Five Different Paths to Engineering Distinction at Cisco

While the three engineers celebrated in this article have been promoted to Distinguished Services Engineer, this honor is not the only way for an engineer to become "Distinguished" at Cisco. In fact, there are five different types of engineering distinction at the company, which can sometimes prove confusing to, well, distinguish between. Here is a quick rundown of the five engineering titles that Cisco bestows:

- **Distinguished Engineer:** Approximately 50 engineers have received the designation of Distinguished Engineer at Cisco. These engineers exhibit superior leadership, responsibility, and accomplishment in technical and strategic areas critical to the success of Cisco. Candidates are evaluated in the areas of strategy and technical leadership, technical accomplishments, visibility and influence within Cisco, and industry recognition.
- **Distinguished Systems Engineer:** The Distinguished Systems Engineer program represents the Distinguished Engineer program for the Worldwide Operations organization. Little more than two dozen engineers have achieved this distinction. Distinguished Systems