



Michael Sheridan
Senior Vice President, Strategy and Marketing
Aspect Software

By keeping his finger continually on the pulse of the contact center marketplace, as senior vice president of strategy and marketing, Mike Sheridan is charged with ensuring that Aspect Software products and services accurately and distinctively meet market needs, both today and for the future.

Mike fuses the disciplines of architecture, product management and marketing to make certain that the company's solutions meet the needs of today's rapidly shifting contact center demands.

With more than 20 years of experience in telecommunications and high-tech industries, Mike serves as a key strategist for Aspect Software, with a critical eye for identifying emerging and evolving markets and a knack for defining solutions to serve them.

Mike most recently held the position of vice president of strategy and marketing at Concerto Software. Prior to that he was director of global strategy and marketing at Rockwell FirstPoint Contact. He has also held sales management positions at Genesys Telecommunications Laboratories. He worked at Hewlett-Packard for 13 years in a variety of sales, customer service and information technology roles.

Mike earned a master's degree in computer science and telecommunications from DePaul University and a bachelor's degree in electrical engineering and technology from Bradley University.