

Curriculum Vitae



Mark Steven Katsouros

(814) 470-7379 (Mobile)
(717) 746-6275 (Google Voice)

Email: mark@katsouros.com

Web: <http://work.katsouros.com>, <http://linkedin.katsouros.com>

PROFESSIONAL PREPARATION

- Penn State Excellence in Executive Management, a six-week (48-hour) certificate program for senior IT leaders at Penn State, Penn State University. (January 2016 – February 2016)
- Various ITIL (IT Infrastructure Library) and ITSM (IT Service Management) courses. (June 2011 – May 2013)
- MOR Associates Senior IT Leaders Program, a nine-month (64-hour) certificate program for senior IT leaders in higher education, Dallas, Boston/MIT, University of Minnesota, and Indiana University. (February 2008 – October 2008)
- Leadership Development Institute, *Foundations of Leadership*, a ten-week (107-hour) certificate program for effective University leadership, University of Maryland, College Park. (September 2003 – December 2003)
- Postgraduate studies (6 credits) in advanced Computer and Information Science at the University of Maryland, University College. (February 2000 – December 2000)
- Postgraduate studies (13 credits) towards Cross-Disciplinary M.S. in E.E./Telecommunications from the University of Maryland, College Park. (September 1996 - December 1997)
- B.S. in Computer Science from the University of Maryland, College Park. (December 1988)

APPOINTMENTS

[The Pennsylvania State University, Enterprise Information Technology, Enterprise Networking and Communication Services \(ENCS\)](#), University Park, PA, January 2011 to Present



October 2018 to Present
Director, Voice & Video

January 2011 to October 2018
Director, Network Planning & Integration / Service Design & Development

On September 30, 2020, Penn State Information Technology had to implement a management Reduction In Force due to crushing fiscal challenges. Unfortunately, I and many of my amazing colleagues were permanently laid off.

Community Vines

State College, PA

February 2013 to present

Executive-level support and product design



**The University of Iowa, Information Technology Services,
Telecommunication and Network Services**, *Iowa City, IA*

May 2006 to January 2011

Director, Telecommunication and Network Services



**University of Maryland, Office of Information Technology,
Networking and Telecommunications Services**, *College Park,
MD*

May 1991 to April 2006

Numerous Roles, from *Communications Integration Engineer* to
*Acting Manager, Design and Development (formerly Core
Systems and Infrastructure)*



**Visionary Automation Logic /
TechnologyHeroes.com**, *Glenwood, MD*

May 1988 to April 2006

*Free-lance Consultant/Programmer and
Founder/Owner*



Hang40, LLC, *Ellicott City, MD*
August 1999 to November 2001
Co-Founder / CTO / Interim CEO



MicroBrains Consulting, *Crofton, MD*
June 1985 to June 1995
Free-lance Consultant/Programmer and Partner



University of Maryland, Department of Physical Plant,
Automation Unit, College Park, MD
October 1984 to April 1991
Numerous Roles, from *Programmer/Developer* to *Manager*
(*Senior Systems Analyst*)



University of Maryland, Computer Science
Center, College Park, MD
January 1985 to December 1988
Part-time Consultant



University of Maryland, College of Business and
Management, College Park, MD
January 1987 to December 1987
Teaching Assistant



FORMAL ACCOLADES

- 2014 “Keeping It Positive” Information Technology Services Award for fostering a positive and productive work environment
- “The Smartest Iowan” (PATV game show) winner, both appearances (1/5/2011 and 10/14/2009)
- 1993 NACUBO/USX Cost Reduction Incentive Award for Telephone Fraud Detection/Elimination System
- 1992 UMCP, Graduate Studies and Research, Office of Technology Liaison, **Outstanding Inventor of the Year** Award for *The Connect Family of Innovative Voice Response Applications*

PATENTS PENDING

- [*Lockable Quick Release Connection Mechanism*](#)
- *Method, System, and Computer Program Product for Using Lingual Rules to Optimize a Search Engine*

PUBLICATIONS

- [“Thank You, Best Wishes, and a Small Parting Gift” \(October 1, 2020\)](#)
- [“Maximizing Zoom Performance from Home / when Bandwidth is Constrained” \(August 28, 2020\)](#)
- [“Mentoring: Love and Invisibility” \(September 13, 2018\)](#)
- [“My Top-10 Leadership Lessons: From My Hindsight to Your Foresight” \(August 18, 2017\)](#)
- [“Demonstrating Value Through IT Service Management in Higher Education” \(ECAR Working Group Paper, August 29, 2016; co-author\)](#)

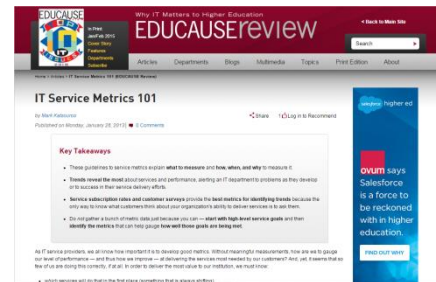
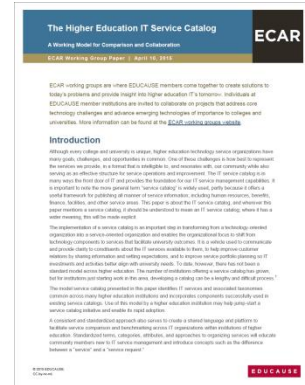
EVERYONE WANTS TO BE A LION.
UNTIL IT'S TOO LATE.

My Top-10 Leadership Lessons
From My Hindsight to Your Foresight

For 30 years, I've been leading people, and I've learned a great deal, and I've also learned a great deal. There are a few lessons I've learned that I want to share with you. I hope you'll find them helpful.

1. **Be a good listener.** I've learned that the best way to lead is to listen. Listen to your people, listen to your customers, listen to your competitors. Listen to what they have to say, and you'll be a better leader for it.
2. **Be a good communicator.** I've learned that the best way to lead is to communicate. Communicate your vision, communicate your goals, communicate your expectations. Communicate with your people, with your customers, with your competitors. Communicate with clarity and confidence.
3. **Be a good decision maker.** I've learned that the best way to lead is to make good decisions. Make good decisions for your people, for your customers, for your competitors. Make good decisions with confidence and conviction.
4. **Be a good mentor.** I've learned that the best way to lead is to mentor. Mentor your people, mentor your customers, mentor your competitors. Mentor with wisdom and compassion.
5. **Be a good role model.** I've learned that the best way to lead is to be a role model. Be a role model for your people, for your customers, for your competitors. Be a role model with integrity and excellence.
6. **Be a good coach.** I've learned that the best way to lead is to coach. Coach your people, coach your customers, coach your competitors. Coach with patience and encouragement.
7. **Be a good negotiator.** I've learned that the best way to lead is to negotiate. Negotiate with your people, negotiate with your customers, negotiate with your competitors. Negotiate with fairness and respect.
8. **Be a good problem solver.** I've learned that the best way to lead is to solve problems. Solve problems for your people, solve problems for your customers, solve problems for your competitors. Solve problems with creativity and innovation.
9. **Be a good team player.** I've learned that the best way to lead is to be a team player. Be a team player for your people, be a team player for your customers, be a team player for your competitors. Be a team player with loyalty and dedication.
10. **Be a good leader.** I've learned that the best way to lead is to lead. Lead your people, lead your customers, lead your competitors. Lead with vision, with courage, with conviction.

- [“Unified Communications in Higher Education: Responding to New Risks” \(ECAR Working Group Paper, November 15, 2015; co-author\)](#)
- [“The Higher Ed IT Service Catalog: A Working Model for Comparison and Collaboration” \(ECAR Working Group Paper, April 10, 2015; co-author\)](#)
- [“Improving Institutional Collaboration through Unified Communications: A Study of Current Implementations” \(ECAR Working Group Paper, December 15, 2014; co-author\)](#)
- [“The Unified IT Service Catalog: Your One-Stop Shop,” EDUCAUSE Review Online \(August 11, 2014; co-author\)](#)
- [“An Introduction to BYOE Mobile Data Collection” \(ECAR Mobile Strategy and Application Development Working Group Paper, April 24, 2014; contributor\)](#)
- [“Emergency Notification Strategy” \(ECAR Publication; April 8, 2014\)](#)
- [“IT Service Metrics 101,” EDUCAUSE Review Online \(January 28, 2013\)](#)
- [“Developing a Campus Mobile Strategy: Guidelines, Tools, and Best Practices” \(ACTI Publication, January 24, 2013; co-author\)](#)
- [“Lessons in IT Leadership: Doing Less with Less and Failing for Success,” ACUTA Journal of Information Communications Technology in Higher Education \(Spring 2011 - Vol. 15, No. 1\)](#)
- [“Navigating Today’s Complex Voice Roadmap,” ACUTA Journal of Information Communications Technology in Higher Education \(Spring 2010 - Vol. 14, No. 1\)](#)
- [“The Multi-Dimensional Nature of Emergency Communications Management,” EDUCAUSE Review \(January/February 2009; co-author\)](#)
- [“Convergence is Real,” EDUCAUSE Review \(March/April 2007; contributor\)](#)
- [“IT Networking in Higher Education: Campus Commodity and Competitive Differentiator,” ECAR Research Study \(Volume 1, 2005; contributor\)](#)
- [“Voicing my IPinion,” ACUTA Journal of Telecommunications in Higher Education \(Vol. 4, No. 3 - Fall 2000\)](#)
- [Voice Over IP: Policy and Regulatory Issues \(May 10, 1997\)](#)
- [Telecommunications in the State of Maryland: Regulation and Competition \(December 2, 1996; co-author\)](#)



CITATIONS

- [“Mark Katsouros Shares how to \[Save\] Teachers and Students From \[Zoom-Bombing\],” Leaders in Cloud Podcasts, Ring2Cloud Technologies \(May 20, 2020\)](#)
- [“Mentoring – Love and Invisibility,” MOR Insights \(April 2, 2019\)](#)
- [Kinetic Vision \(April 7, 2015\)](#)
- *The Chronicle of Higher Education* ([APRIL 21, 2014](#), [April 11, 2008](#), and [March 24, 2008](#))
- *WJAC-TV, NBC 6 News* (July 24, 2012)
- *WATM-TV, ABC 23 News (7/24/2012)*
- *WWCP-TV, FOX 8 News (7/24/2012)*
- *The Daily Iowan* ([9/30/10](#), [3/23/10](#), [10/9/08](#), [3/5/08](#), [2/22/08](#), [8/27/07](#), [7/20/07](#), [6/14/07](#), and [6/8/06](#))
- [Law Enforcement Technology Magazine \(June 2009\)](#)
- *Daily Iowan TV* ([10/06/08](#), [03/04/08](#), and [10/10/07](#))
- *KWWL-TV, NBC 7 News* (2008-10-06)
- *KCRG-TV, ABC 9 News* (2008-10-06)
- [“The Role of IT in Campus Security and Emergency Management,” An EDUCAUSE White Paper \(October 2008\)](#)
- *The Gazette* (Iowa; [March 12, 2008](#), and [February 16, 2008](#))
- *The Voice Report* ([Feb. 28, 2008 \[Vol. 29, No. 5\]](#))
- *KGAN-TV, CBS 2 News* ([2007-10-05](#), [2007-08-30](#), and [2007-08-14](#))
- *AM-800 KXIC Radio* (10/3/2007)
- [EDUCAUSE Review \(September/October 2004\)](#)
- *Network World* ([04/07/03](#), [02/25/02](#), May 8, 2000, and [VOLUME 11, NUMBER 14 – APRIL 4, 1994](#))
- [COMPUTERWORLD \(April 08, 2002\)](#)
- [Network World Canada \(March 22, 2002\)](#)
- [Potomac Tech Journal \(March 15, 2002\)](#)
- [Maryland Research \(Fall 2000 - VOL. 1, NO. 1\)](#)
- *Tools for Telemanagers (Telecom Reseller; Volume 13 Number 3, March/April 2000)*
- *Computer Finance* (FEBRUARY 2000)
- *Business Connections* (Winter 1998, Volume 2, Issue 2, and Summer 1998, Volume 1, Issue 4)
- *Beyond Computing Magazine* (July/August 1998)
- *Internet Week / LAN Times Online* (3/30/98)
- *The Diamondback* (88TH YEAR, ISSUE NO. 2, SEPTEMBER 3, 1997, and VOL. LXXXVIII, NO. 81, FEBRUARY 14, 1996)
- *Voice ID Quarterly* (Volume 1, Number 1, July 1, 1997)



- *Outlook* (Volume 11 Number 34 - June 22, 1997; Volume 10 Number 13 - December 5, 1995; SEPTEMBER 13, 1993, VOLUME 8, NUMBER 2; and FEBRUARY 22, 1993, VOLUME 7, NUMBER 20)
- *TELECOM & NETWORK SECURITY REVIEW* (February 1997)
- *SOFTWARE MAGAZINE* (JANUARY 1997)
- *TECHNOLOGY GATEWAY* (10-YEAR ANNIVERSARY ISSUE, 1997)
- *Security Management Magazine* (SEPTEMBER 1996)
- [ACUTA NEWS \(December 1995\)](#)
- *Imagination* (Fall 1995; Fall 1993; and April 1993)
- *BUSINESS COMMUNICATIONS REVIEW* (VOLUME 25, NUMBER 11 - NOVEMBER 1995)
- *TELECOM & NETWORK SECURITY REVIEW* (VOLUME 3 - Number 11 - November 1995)
- *AT&T Technology* (VOLUME NINE, NUMBER ONE - SPRING 1994 and VOLUME SEVEN, NUMBER TWO, 1992)
- *THE WASHINGTON POST* (JANUARY 18, 1994)
- *COMPUTER DIGEST* (VOLUME 8, NUMBER 7, October 1993)
- *The Power of Integration: Innovation in Communications*, A SUPPLEMENT TO *BUSINESS COMMUNICATIONS REVIEW* (OCTOBER 1993)
- *The Baltimore Sun* (SEPTEMBER 6, 1993)
- *InfoText* (VOL 6, NO. 3, JULY 1993)
- *VOICE PROCESSING MAGAZINE* (VOLUME 5 No. 7, July 1993)
- *he Definitive Edge* (Issue Number 23, June 1993)
- *NEW YORK NEWSDAY* (FEB 19 1993)
- *SOLUTIONS* (ISSUE 2, SUMMER, 1992)
- *INFORMATIONWEEK* (FEBRUARY 10, 1992)
- *411* (Vol 12. No. 19 - October 7, 1991)



SYNERGISTIC ACTIVITIES

- Communications Infrastructure and Applications Workshop 2020 Part 2: COVID-19 Edition, “Working from Home like a Rock Star (while preserving your sanity),” Online (11/20)
- Communications Infrastructure and Applications Workshop 2020 Part 1: General Topics, “CATV to BYOTV: Enabling ‘Entertainment Video’ While Cutting the Cord,” Online (10/20)
- 2020 EDUCAUSE Annual Conference, “[Communications Infrastructure and Applications Community Group](#),” Online (10/20)
- 2019 EDUCAUSE Annual Conference, “[Communications Infrastructure in a Cloudy World: Second Annual Update](#),” Chicago, IL (10/19)

- Penn State Tech Pros 2019, “IT University, ‘Of, By, and For the Geeks,’” Hazleton, PA (5/19)
- 2018 EDUCAUSE Annual Conference, “[Communications Infrastructure and Applications Community Group Session](#),” Denver, CO (10/18)
- 2018 EDUCAUSE Annual Conference, “[Communications Infrastructure in a Cloudy World](#)” (full-day workshop that I led), Denver, CO (10/18)
- Penn State Tech Pros 2018, “TEP-VSE (Telephony Evolution Program – Voice Service Expansion) MyVoIP Portal Update,” Carlisle, PA (5/18)
- Penn State Tech Pros 2018, “Update on New ENCS Services: Converged LANs and the Cisco Jabber Client,” Carlisle, PA (5/18)
- 2017 EDUCAUSE Annual Conference, “[Charting the Course for IT Service Management](#)” (half-day seminar that I taught), Philadelphia, PA (10/17)
- IT Share the Knowledge Conference, “Lessons in Leadership,” State College, PA (4/16)
- Penn State Tech Pros 2015, “The Future of Telephony/Voice/UC at Penn State: A Roadmap,” York, PA (6/15)
- 2014 EDUCAUSE Annual Conference, “[Caffeinated Ideas and Ideals: A Highly Decentralized IT Organization's March toward One IT and One ITSM](#)” and “[Aligning IT with the Institutional Mission: Finding the Right Balance \(Run, Grow, Transform\)](#),” Orlando, FL (9/14)
- 2014 ECAR Annual Meeting, “[ECAR-CIA Projects and Futures](#),” Tempe, AZ (1/14)
- 2013 EDUCAUSE Annual Conference, “[Emergency Communications Constituent Group](#),” Anaheim, CA (10/13)
- 2013 ACTI Annual Meeting, “[IT Communications: Trends in Higher Ed](#),” St. Louis, MO (4/13)
- [EDUCAUSE Live! Webcast, “Emergency Communications Management and the Clery Act,” University Park, PA \(2/13\)](#)
- 2012 EDUCAUSE Annual Conference, “[Unified Communications: The New Paradigm and a Panel Discussion](#),” Denver, CO (11/12)
- Winter 2012 Joint ACTI and CSG Meeting, “[ACTI-CCM Working Group Status Report](#),” Stanford, CA (1/12)
- 2011 EDUCAUSE Annual Conference, “ACTI-CCM Integrated Communications Technology Survey,” Philadelphia, PA (10/11)
- 2010 EDUCAUSE Annual Conference, [Converged Communications Working Group Meeting, “Integrated Collaboration with Microsoft OCS/Lync,” Anaheim, CA \(10/10\)](#)
- [“This is Not a Test: Event Notifications & Your Campus Community” Symposium, Indianapolis, IN \(8/09\)](#)
- [Net@EDU Annual Meeting 2009: Cyberinfrastructure for E-Research, “Converged Communications Working Group Meeting,” Tempe, AZ \(2/09\)](#)
- [Big Ten Law Enforcement Directors Conference 2008, “Hawk Alert Emergency Notification System: Implementation and Lessons Learned,” Iowa City, IA \(12/09\)](#)

- [EDUCAUSE '08, "Net@EDU Converged Communications Working Group Meeting," Orlando, FL \(10/08\)](#)
- [EDUCAUSE Summit on "The Role of IT in Campus Security and Emergency Management," Washington, DC \(8/08\)](#)
- [Net@EDU Annual Meeting 2008: The Next Ten Years, "Emergency Communications Management," Tempe, AZ \(2/08\)](#)
- EDUCAUSE '07, "[I'm Building a Converged Network – Now How Do I Leverage Free Services?](#)" and "[Emergency Notification Systems in Higher Ed,](#)" Seattle, WA (10/07)
- Missouri Research and Education Network (MOREnet) Video Conference presentation, "Emergency Notification Systems for a Mobile Community," Iowa City, IA (6/07)
- [EDUCAUSE Live! Webcast, "Emergency Notification Systems for a Mobile Community," Iowa City, IA \(5/07\)](#)
- EDUCAUSE Live! Webcast,
- EDUCAUSE/Net@EDU ICS Meeting, Tempe, AZ (2/02)
- ACUTA Webcast on VoIP, College Park, MD (9/00)
- ACUTA Spring Seminars, Miami Beach, FL (4/00)
- Survival Course & Conference for Successful Telecommunications Professionals, Williamsburg, VA (9/97)
- PBX 2000, Washington, DC (2/97)
- National Association of Educational Buyers DC-MD-VA Regional Meeting, College Park, MD (11/96)
- PBX '96, Washington, DC (2/96)
- Annual PBX Conference, BUSINESS COMMUNICATIONS REVIEW, Crystal City, VA (2/95)
- AT&T National DEFINITY Conference, Orlando, FL (11/94)
- AT&T Global DEFINITY & National DEFINITY Eastern Region Conference, Cambridge/Boston, MA (8/94)
- AT&T Spring DEFINITY-85 Conference, Chicago, IL (4/94)
- BCR's 4th Annual Conference on PBXs in the 1990s, Crystal City, VA (3/94)
- VOICE'93/Fall conference, Atlanta, GA (11/93)
- AT&T National DEFINITY Conference, San Antonio, TX (11/93)
- VoicePower Solutions '93, Washington, DC (10/93)
- AT&T September/Fall Regional Consulting Council, La Jolla, CA (9/93)
- AT&T Regional Definity Users Group Meeting, Hershey Park, PA (8/93)
- AT&T Spring DEFINITY-85 Conference, New Orleans, LA (5/93)
- AT&T Spring Eastern Region Consultant Council (RCC), Parsippany, NJ (4/93)
- ComNet '93, Washington, DC (2/93)
- AT&T DEFINITY/85 AND NATIONAL SYSTEM 75/DEFINITY USERS GROUPS NATIONAL FALL CONFERENCE, Orlando, FL (11/92)
- AT&T System Management Conference, Denver, CO (12/91)
- AT&T LOCAL SYSTEM 85 USERS GROUP MEETING, College Park, MD (6/91)

FULL RESUME

<http://resume.katsouros.com>

Last updated 03 October 2020.