

Executive Contributor

**Rich Goldberg**

Vice President of Corporate Quality

Cisco

www.cisco.com

Rich Goldberg is the Vice President of Corporate Quality at Cisco and a member of Cisco's Customer Value Chain Management leadership team. He is the operational lead for the Quality Experience Council, a strategic executive council within Cisco. Rich is responsible for driving programs that improve our customers' experience through product and service quality. Additionally, he co-chairs Cisco's Silicon Valley Civic Council, which drives and coordinates volunteerism in the communities around the San Jose-Milpitas campus.

Prior to joining Cisco, in 28 years at AT&T, Goldberg's executive responsibilities included global IP and packet network engineering, network IP and data network services, network information and recording technology, network continuity and disaster recovery. He began his career at Bell Laboratories, where he worked on field studies to improve the service quality and performance of its switched network, and the planning and design of nationwide voice-data-video networks for AT&T's largest corporate customers. As the AT&T customer, Rich was a member of Cisco's Global Customer Advisory Board and its quality advisory team.

Goldberg has served as the Executive in Residence at the Jacobs School of Engineering at the University of California San Diego, providing consultation on research and education and lecturing to students in management, systems engineering, and project management. He is currently Chair of the executive board of the Corporate Affiliates Program there. At the University of the Pacific, he is a member of the School of Engineering and Computer Science Dean's Council.

Goldberg holds a Bachelor of Science degree in physics from the Massachusetts Institute of Technology and a doctorate in physics from the California Institute of Technology. He has attended the Executive Program in Business at the University of Michigan. Rich also participates as a speaker and panelist at industry conferences, conventions, and academic gatherings and is an external spokesperson for Cisco.

Rich is a member of IEEE. He and his wife Linda have three children, and reside in Los Gatos, CA.
