Meet the Cisco Modeling Labs support community personnel

David Martin

David Martin works with Learning@Cisco as a Community Manager for the Cisco Modeling Labs product on the Cisco Support Community. He has been with Cisco in a variety of roles since 2003, including Curriculum Planning, Business Development, Instructional Design, and Advanced Services Education. He spends his time working between the Cisco Support Community and the Cisco Learning Network, where he is focused on understanding how people learn about, interact with, and use Cisco products. He has a particular interest in online community learning, education theory, and how people learn in groups. He's also active at Cisco Live! events too, where he has the opportunity to get out from the cyber-realm and meet the communities he works with in the flesh!

When not engaged with users on the Cisco Support Community and Cisco Learning Network, David is a keen photographer, something that he also does at Cisco Live! events. He is originally from London, England, but now lives just outside of Cincinnati in Northern Kentucky in the United States. He is located in the Eastern Time Zone of the US. (UTC -5)

Scott Anderson

Scott Anderson works with Learning@Cisco as a Technical Leader focused on the Cisco Modeling Labs product, CCIE exam delivery and other learning products. He has been with Cisco in technical roles since 2008, including running the CCIE Lab for Sydney Australia. He spends his time working on virtualized Lab solutions for Cisco Certification Exam preparation and CCIE Lab Delivery.
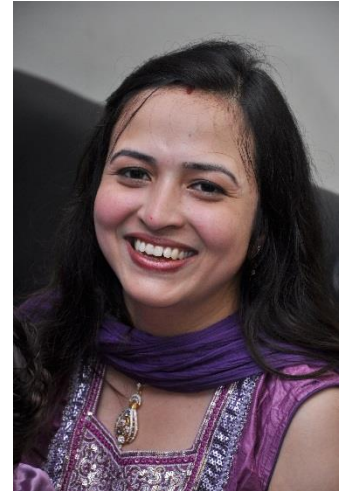
When not working on new components to the Lab Delivery products, Scott enjoys spending time with his wife and two sons and playing Basketball in the local league. He is located in the Australian Eastern Standard Time zone (UTC + 10)

Monika Jagia

Monika Jagia currently works with Learning@Cisco as a custom application engineer for the Cisco Modeling Labs product. She has been working with Cisco since 2010 where she has been involved in quality assurance of a number of Eclipse GUI products, such as Cisco IDE and VXR platforms. During her tenure she actively works with customers to resolve their issues and she was a key member of the team at Cisco that built the VXR simulation environment that won Cisco's highest engineering award (Pioneer Award 2012). She is a Sun Certified Java programmer and is well versed in automation of GUI products using qftest and rational functional tester.

When not engaged with her work, Monika loves travelling and listening to music. She is located in India (UTC +5:30).

Bikash Das

Bikash Das works with Learning@Cisco as a support Engineer for the Cisco Modeling Lab product. He has been with Cisco since April 2014, and was previously a Protocol Test Engineer, implementing various networking protocols (Layer2 & Layer3). At Cisco he works as a TAC support Engineer, where he is primarily responsible for receiving, troubleshooting and resolving Business Solutions of Cisco Modeling Labs queries & resolving issues experienced by Corporate Customers.

He spends his time outside of work playing cricket and with his family. He is originally from Odihsa, India but currently lives in Bangalore, a city in southern India. He is located in UTC +05:30 Time Zone.

Jagpreet Singh Sethi

Jagpreet Singh Sethi works with Learning@Cisco as a TAC Support Engineer for the Cisco Modeling Lab Product. He has been working for Cisco since December 2014. As a support engineer he is responsible for analyzing, troubleshooting, and providing optimum solution to the Cisco Modeling Lab related queries raised by corporate customers. In early 2012, he worked as a developer for the Cisco Application Control Engine product.

Outside of work, Jagpreet enjoys electronic dance music and loves to capture the aesthetics of world through the camera lens. He is originally from Chandigarh, India but currently lives in city of gardens – Bangalore, India. He is located in UTC + 05:30 Time Zone.

Craig Brown

Joining Cisco in 1996, Craig has worked on a variety of Cisco products ranging from IBM SNA products, dial up networks, routing and switching, and network security. Craig has authored a number of Cisco White Papers and Design Guides, has been a technical reviewer for Cisco Press, presented at Cisco Networkers, and recently at Cisco Live! worldwide events. In late 2000, Craig worked as General Manager for Security Operations at an Australian Telco, before rejoining Cisco as the Technical Marketing Engineer with Learning@Cisco.

When not working at Cisco, Craig enjoys being a Dad, working on muscle cars, and playing Farmer Brown on his hobby farm. Craig is located in the Australian Eastern Time Zone (UTC +10)

Ray Viscaina

Raymond Viscaina works with Learning@Cisco as a Technical Leader focused on the Cisco Modeling Labs product and other learning products. He has been with Cisco in technical and leadership roles since 1991, including Development Test, Test Automation, Management, Product Development, and Project Management. He spends his time working on virtualized networking solutions for learning and Cisco Certification Exam preparation. He also attends most Cisco Live! events to share the latest innovations and listen to customers to garner new requirements for future solutions.

When not working on incorporating the latest virtualized technologies into Learning@Cisco solutions, Raymond is an avid music collector and is often found in record stores around the world collecting vinyl records. He is originally from East Los Angeles, but has called the San Francisco Bay Area home for more than two decades now. He is located in the Pacific Time zone of the United States (UTC – 8)

Matt Saunders

After ten-plus years' experience in IT management in academic environments, Matt has made the transition to community management.   He thrives on building engaged, powerful communities. Currently, Matt spends most of his time working on the Cisco Learning Network where he is responsible for managing the data center, security, wireless communities, and he also co-manages the design track communities. Matt is located in the United State Pacific time zone (UTC -8).