



Gary Barnett
CTO and EVP of Technical Services and Research & Development
Aspect Software

A recognized contact center industry luminary, Gary Barnett is the Chief Technology Officer (CTO) and Executive Vice President of Aspect Technical Services and Research & Development at Aspect Software. As CTO, Gary is responsible for corporate planning, product architecture and lifecycle management. He also oversees strategic partnerships and long-term product integration plans that support enterprise-level applications. As Executive Vice President of Aspect Technical Services, Gary ensures that customers receive the level of product support required to achieve their customer contact strategies in collections, customer service, and sales and telemarketing. Tightly tied to his role as CTO, as Executive Vice President of Research & Development, Gary leads the company's technology development effort and is responsible for delivering all current and future Aspect solutions.

Most recently Gary served as president and CEO of Aspect Communications. Gary has a distinguished history as a driving force in communications technology. Gary played a key role as a founding engineer at Aspect Communications in the development of the company's first automatic call distributor (ACD). He was a founding engineer at Octel Communications, where he was one of the developers of the company's first voice-messaging system. In 1987, Gary became a founder of Prospect Software, a company that pioneered computer-telephony integration in the early 1990s. He returned to Aspect Communications in 1996 when the company acquired Prospect Software.

Gary holds a bachelor's degree from Western Kentucky University and a master's degree in computer science from the University of Kentucky.