



Roger Sumner
Senior Vice President, Technology Office and
Development
Aspect Software

Roger Sumner, a recognized industry pioneer and author, brings more than two decades of experience in the contact center environment to Aspect Software™. As Senior Vice President of the Technology Office and Development, Roger is responsible for managing the technological strategy and objectives for the company, including overseeing product development at Aspect Software.

Formerly, Roger was Vice President, Solutions Technology at Concerto Software and Chief Technology Officer at Rockwell FirstPoint Contact, where he led the technological direction of the company and managed solution services and engineering while supporting the firm's business objectives.

Since joining the company in 1978, he has held a variety of critical positions including Director of Product Management and Development, serving on the review committee at the Rockwell Science Center, Business Director of Contact Center Systems, and other management roles in product engineering and product development.

Roger is an advocate for developing new technologies and solutions to enhance interactions between companies and their customers, whether they are collections, customer service or sales and telemarketing. His focus is providing in house contact centers and outsourcers with flexible solutions allow them to define and implement advantageous customer relationship strategies while navigating heightened regulations, offshore alternatives and new communication channels and protocols.

Roger holds a bachelor's degree in computer science from the University of Iowa.