



# Thank you Technology Services Staff!

**Rosemary**, thank you so much for your persistence and hard work this week on the BIM Keyboarding lab at Truitt. You worked so hard and deserve some recognition. Because of you, Austen was able to come up with a plan that worked not only for Truitt (because of all you did), but will also help other middle school keyboarding labs. Yay for Rosemary! Lillie Swearingen

I want to Thank **Alaina** , **Demetria** , **Julia** and **David** for showing how to be a Team Leader and going into other Technicians tickets and helping them to get them resolve for the Customer.

**Chris Robertson**, Thank you for showing me a few "tricks of the trade" when trying to repair printers. I appreciate you taking the time. Susan Pavliska

I want to Thank **Jennifer Miller** for helping me with the new Routes and turning them into Zones. Frank Adian



I have been so impressed over the last couple of weeks with the hard work of the **entire Technology Services department**. Each and every one of you are giving it your all, and it shows. Thanks for being so awesome! Lillie Swearingen



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A special shout-out to those **technicians** who give additional troubleshooting information and provide screenshots in iSupport service requests (too many to list here!). I can't tell you how much easier that information makes resolving problems, especially if the problem is with a bundle. Thank you for going the extra mile!  
Lillie Swearingen

I want to Thank **Julia Gibson** for coming back to the Service Center and taking over another Technician's route that had over 70 tickets and getting them all taken care of within a week. Frank Adian

Without **Pat Maldonado**, the Federal CRDC report would never have been completed on time.  
Thanks for all you do. Norma Blenderman



**Mike Mattingly**, Thank you for letting me know about the issue with the current HoverFlex bundle and that there was an update to the software. You helped not only your assigned school, but also Woodard where every teacher has a HoverCam document camera.  
Lillie Swearingen