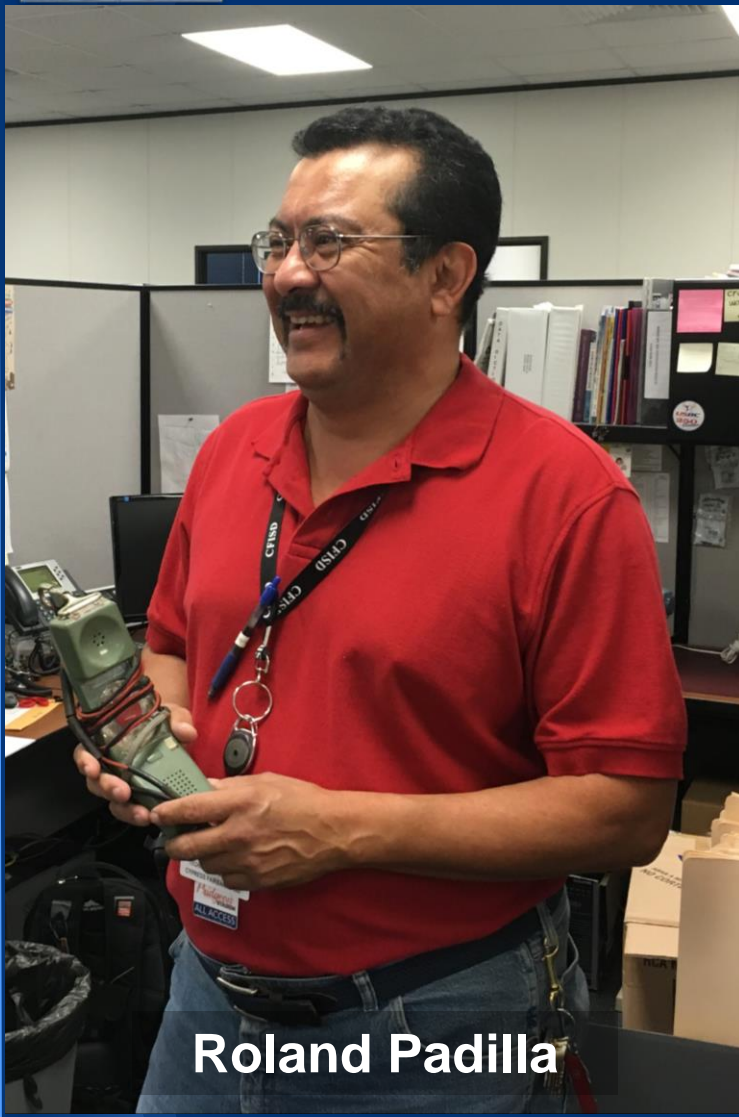




Persistence Guarantees That Results are Inevitable



Roland Padilla

CORE VALUES

- Efficient
- Accessible
- Systematic
- Highly-Skilled
- Student-Focused
- Service-Oriented**

Persistence is one of the many great qualities that **Roland Padilla** seems to possess. Last Monday, April 4, 2016, **Roland** received word that Yeager elementary school had experienced a major phone service outage. **Roland** immediately established temporary service for the campus receptionist and the nurses clinic until the main service could be restored. In addition, **Roland** was in constant contact with AT&T. Throughout the week **Roland** was passed from day time support engineers, to the after hours support team, then back to the day time engineers the next day.



Persistence Guarantees That Results are Inevitable



The outage was a result of construction crews that were digging in the general area of Yeager Elementary. Pictured to the left is the damaged underground cable. Above are the AT&T work trucks servicing the outage.



Persistence Guarantees That Results are Inevitable



Pictured here are the AT&T technicians splicing and repairing the cables. The technicians ended up replacing 900+ feet of cable in two separate locations.



Persistence Guarantees That Results are Inevitable



Yeager's phone service was ultimately restored on Saturday, April 9, 2016. This was a significant AT&T outage that lasted for a week. Without **Roland's** coordination and persistence, Yeager's outage could have lingered even longer. Due to the fact that **Roland** understands the customer's needs, takes responsibility for the issue, is proactive, and remains in constant communication with all parties involved proves **Roland's** service-oriented attitude. A service-oriented attitude could be described as a person who is predisposed to have empathy for a customer's need and concerns, coupled with the desire to meet those needs. Thank you **Roland** for your service-oriented attitude!