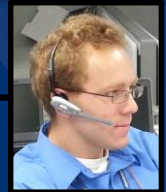




# Thank you Technology Services Staff!

Thanks Richard Kurtz for getting my iSupport tickets forwarded to the appropriate team so promptly. I really appreciate it! Tara Maxwell



I went to Kelssem Quintal's school, Dean, to troubleshoot an issue. I was overwhelmed with the positivity the customer had about Kelssem. He kept going on about how Kelssem goes above and beyond to help the school, and how he even visits the computer club after school to assist and show them things. Thank you, Kelssem, for being such an important part of your school. Lillie Swearingen



Demetria Hargrove,  
Thank You for helping me with tickets!!! Crystal Gilbert



Thank you to Mike Raspet who stayed late to be on a conference call with Google to resolve various issues in preparation for provisioning students into Google. Greg Rhodes



Frank Adian,  
Thank you for your patience and assistance! Crystal Gilbert



I want to thank David Rodriguez for doing such a great job installing some desktop computers for some of the administration personnel. Thank you David. Jay Johnson



# Thank you Technology Services Staff!

Doug Baker,  
Thank you for your assistance and patience and love the pumpkin things! Crystal Gilbert



Alaina Harbin,  
Thank you for the help with tickets! Crystal Gilbert



Mike Mattingly always diligently shows up extremely fast, often same or next day, to resolve all of our issues. Even when I can tell he's got a lot on his plate, that doesn't stop him from doing everything he can to make sure the issues are resolved as swiftly as possible to minimize downtime for our staff and students. Thank you Mike for your unerringly fast service! Geoffrey Brown



I see Demetria Hargrove around the ISC working support requests quite often, and she just radiates exuberance. She is so patient and kind with customers, always with a positive attitude. It is a joy to watch her work, and every time I see her, I can't help but smile because her smile is infectious. Lillie Swearingen



To Lillie Swearingen and Anthony Melton from the DII team:  
Thank you for always being so willing to help. Rosemary Hernandez



# Thank you Technology Services Staff!

Frankie Jackson thanks Jennifer Miller for taking the time to visit secondary campuses and meet with technicians. Being able to visit with technicians at their campus and focus on them individually is so helpful. I appreciate her efforts immensely!



Frankie Jackson appreciates Kim Bowlin for working on RFPs for Greg Rhodes and Larry Barrios' teams.



Frankie Jackson thanks Rodney White for supporting her during the Scholastic and HMH textbook meeting. His expertise and knowledge of all aspects of student information system shines through in meetings with service providers. What Rodney talks, everyone listens.



Frankie appreciates John Crumbley and Rodney White for address the Apple OS 9 upgrade, as it relates to the new SunGard family mobile app. They were quick to respond to Nicole Ray's concerns which she had received from the community. Timing is everything and they responded quickly. Thank you!



Frankie is elated that Leonard Chance made suggestions and updates in our guidelines for **Employee Accidental or Neglectful Damage of Electronic Devices.**



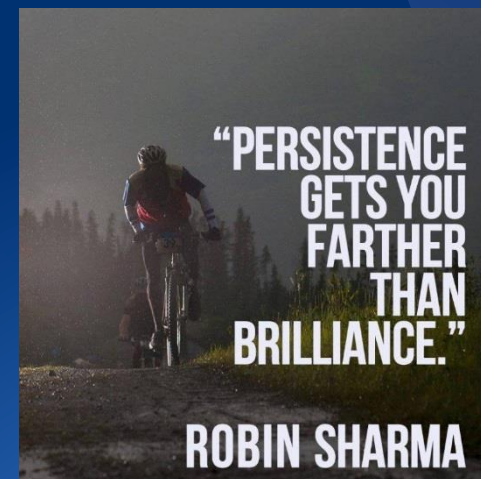


# Thank you Technology Services Staff!

Frankie can't say thank you enough to Anna Senties and Derly Buentello for his wireless support at Windfern on Friday. Their calm demeanor and commitment to doing whatever it takes to be successful in the 2014 Bond implementation is "over the top."



Also, Frankie is blown away by the professionalism and persistence demonstrated by Paula Ross, Oscar Villar, Elizabeth Montes, Anna Senties, and Thomas Hollister, as they work with Presidio and Gigabit to upgrade the middle school campuses with new network electronics. The upgrade takes place on Friday afternoons and lasts until the early morning of the next day, then to return the next day to complete loose ends. Not only are they brilliant but they are persistent. This combination is a recipe for success! Thank you



Frankie thanks Nancy Grella for showing up at the crack of dawn at Goodson Middle School to make sure all was up and working on Monday morning, after the weekend network upgrades. Getting an e-mail from Nancy by 8:00 a.m. was refreshing and a nice way to start the week.



# Thank you Technology Services Staff!



Send Save Now Discard

To: Frankie Jackson, Leonard Chance

Subject: Excellent Service

Good Afternoon,

I want to share with you my appreciation of the service that David Rodriguez provided today. He set up my new computer and made sure that everything was working and answered my question. His professional demeanor and knowledge was remarkable.

Thank you,  
Stefanie Ware  
Assistant Director, Elementary Curriculum & Instruction

