



rob



11 years

District Lead

Favorite Movie:

Ferris Bueller's Day Off

Favorite Band:

Metallica

Favorite TV Show:

Battlestar Galactica

Favorite Food:

Lasagna

In my free time, I like to:

Build custom computers.
Hang out with my Family.



Favorite Helpdesk Question:

"How do I make a smiley face in this email?"

1-888-688-0888



monica



11 years

Project Manager

Favorite Movie:

A Beautiful Mind

Favorite Band:

Dave Matthews Band

Favorite TV Show:

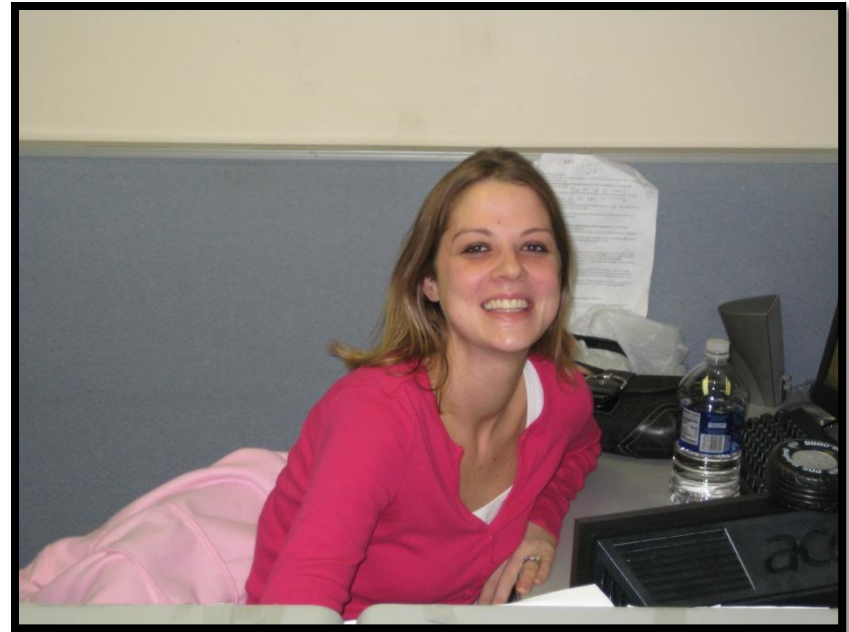
CSI

Favorite Food:

Meatloaf

In my free time, I like to:

Spend time with my family, cook, workout, and garden



Favorite Helpdesk Question:

“The wiring in the store looks like a rat’s nest. Can you send a someone out here to fix all this spaghetti mess?”

1-888-688-0888



ryan m

10 years

Service Desk Manager

Favorite Movie:

The Shawshank Redemption

Favorite Band:

Creedence Clearwater Revival

Favorite TV Show:

Curb Your Enthusiasm

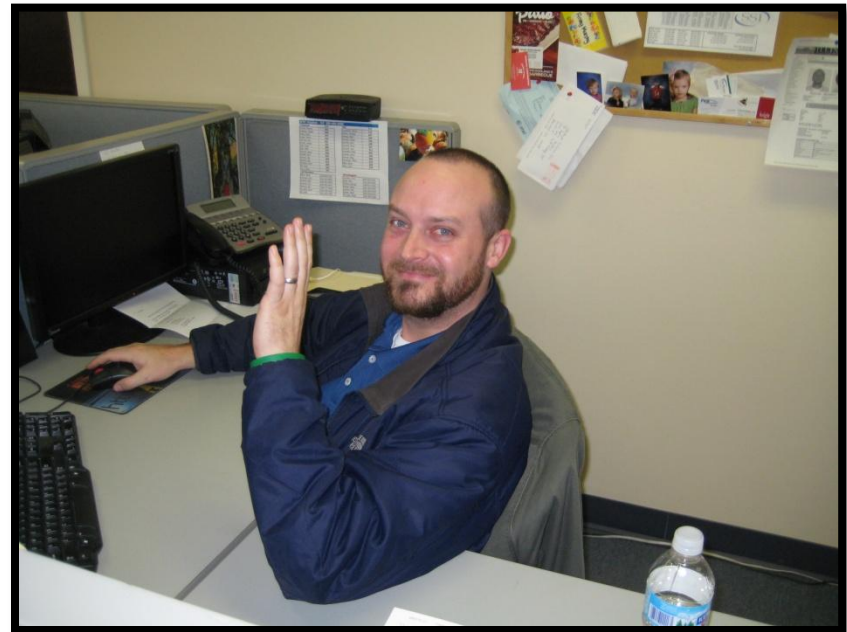
Favorite Food:

Tacos

In my free time, I like to:

Spend time with my family.

Travel with my wife.



Favorite Helpdesk Question:

Helpdesk – “We don’t have your store in our system. Are you a corporate store?”

Store – “No but I thought you were the helpdesk. Can you help me with our system?”

1-888-688-0888



karen



10 years

iPass Liaison

Favorite Movie:

The Princess Bride

Favorite Band:

The Cure

Favorite TV Show:

Bones

Favorite Food:

Steak

In my free time, I like to:

Hang out with my friends.

Check out the local music scene.



Favorite Helpdesk Question:

“We lost power and now none of our systems will connect. Why?”

1-888-688-0888



joe



6 years

Level II Support

Favorite Movie:

Wayne's World

Favorite Band:

Aerosmith

Favorite TV Show:

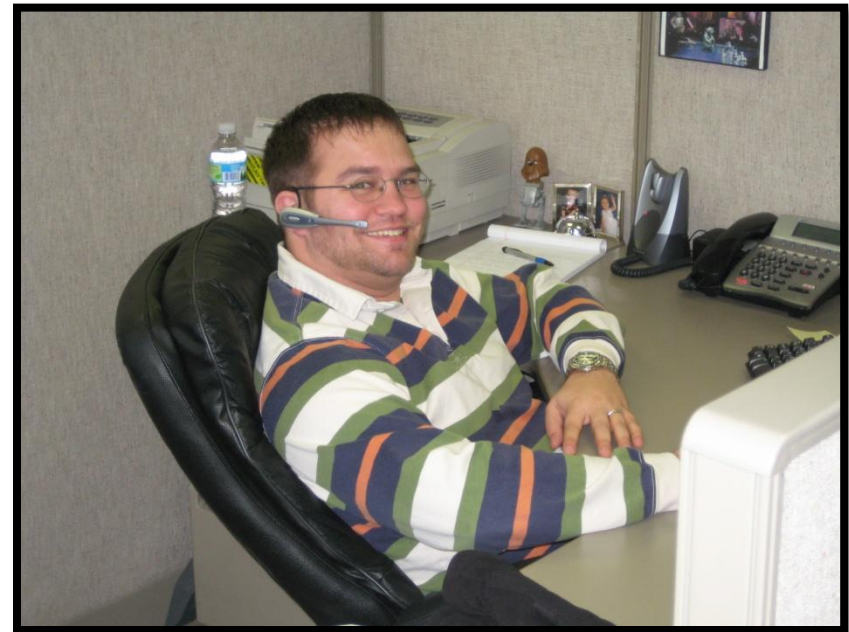
Star Wars: The Clone Wars

Favorite Food:

Pizza

In my free time, I like to:

Play video games, and spend time with my wife and kids.



Favorite Helpdesk Question:

Helpdesk – “Please power off all your capios.”

Store – “Even the terminals out in the shop?”

1-888-688-0888



sal



5 years

Level II Lead

Favorite Movie:

Back to the Future

Favorite Band:

Linkin Park

Favorite TV Show:

Frasier

Favorite Food:

Pizza

In my free time, I like to:

Hang out with friends. Work on the house.



Favorite Helpdesk Question:

“How come none of my servers will connect?”

1-888-688-0888



stu



5 years

System Management

Favorite Movie:

Pulp Fiction

Favorite Band:

Eve 6

Favorite TV Show:

Battlestar Galactica or 24

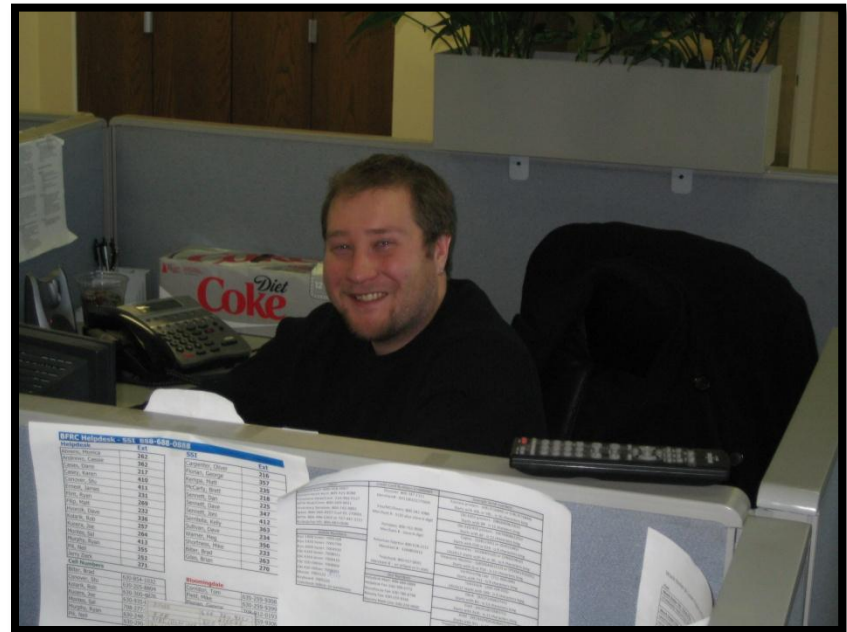
Favorite Food:

Sushi

In my free time, I like to:

Spend time with my girlfriend.

Watch movies / Play videogames.



Favorite Helpdesk Question:

“What is the default new user password for clocking in?”

1-888-688-0888



james



3 years

District Assistant

Favorite Movie:

The Last Boy Scout

Favorite Band:

Pantera

Favorite TV Show:

House

Favorite Food:

Steak

In my free time, I like to:

Be with family, travel, play video games.



Favorite Helpdesk Question:

“Do what now?”

1-888-688-0888



jerry



3 years

Call Back Queue

Favorite Movie:

Back to the Future II

Favorite Band:

Jimmy Buffett & The Coral Reefer Band

Favorite TV Show:

Entourage

Favorite Food:

Combo Italian Beef Sandwich

In my free time, I like to:

Workout, drive, play with new gadgets,
dine out with friends.



Favorite Helpdesk Question:

“Can you reset my elearnteampos
password?”

1-888-688-0888



matt



2 years

Affiliate Dealer Specialist

Favorite Movie:

Fight Club

Favorite Band:

Darius Rucker

Favorite TV Show:

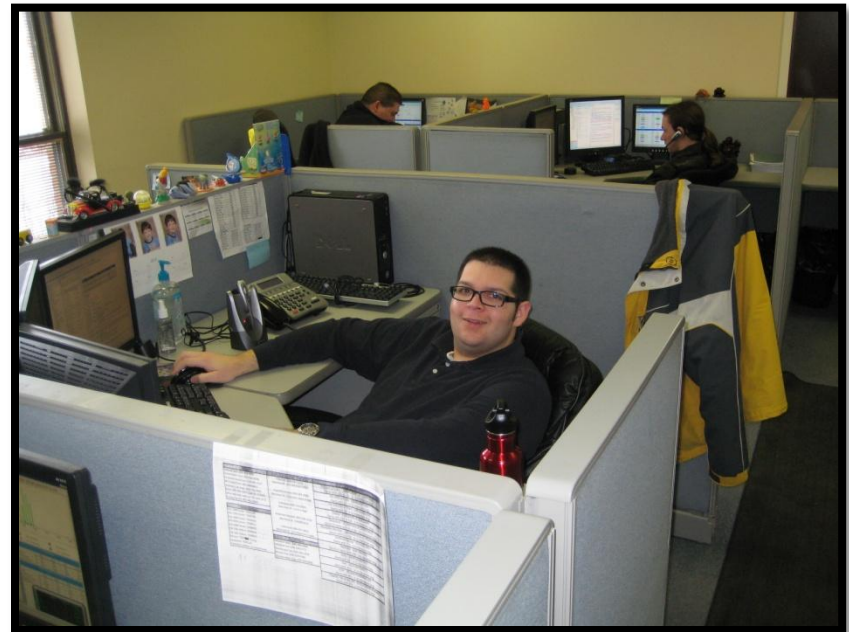
How I Met Your Mother

Favorite Food:

Portillo's Chopped Salad

In my free time, I like to:

Spend time with my kids.



Favorite Helpdesk Question:

“Why does my elearning password always change?”

1-888-688-0888



dano



2 years

SMS

Favorite Movie:

Aliens

Favorite Band:

The Beatles

Favorite TV Show:

Dexter

Favorite Food:

Pizza Pie

In my free time, I like to:

Watch movies and go to Buffalo Wild Wings



Favorite Helpdesk Question:

“May I speak to Rob?”

1-888-688-0888



ryan f



2 years

SMS

Favorite Movie:

Beaches

Favorite Band:

10,000 Maniacs

Favorite TV Show:

Murphy Brown

Favorite Food:

Oysters

In my free time, I like to:

Play D&D with my cousin.
Go to the Renaissance Faire.



Favorite Helpdesk Question:

“What is the best Matrix movie?”

1-888-688-0888



dave



2 years

UID Report

Favorite Movie:

Dawn of the Dead

Favorite Band:

Pink Floyd

Favorite TV Show:

CNN News

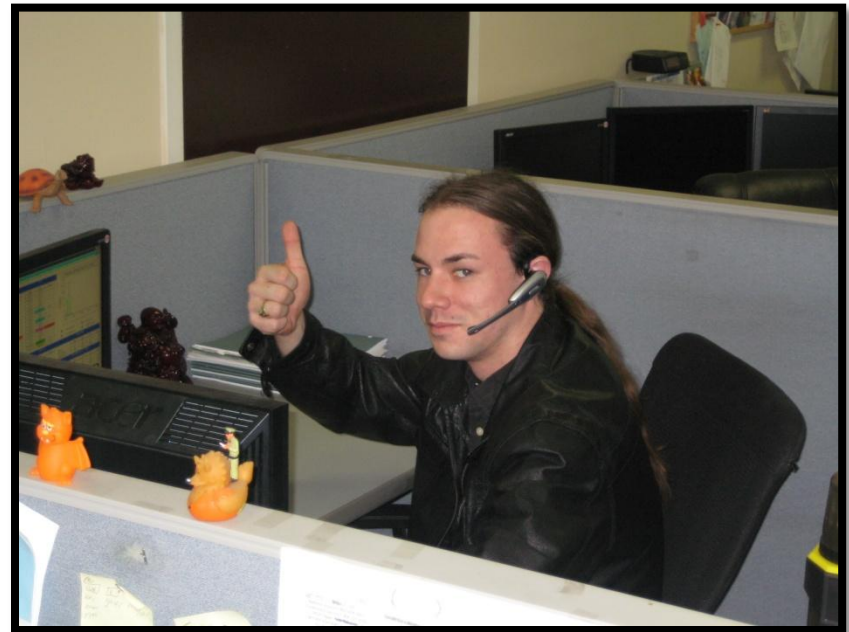
Favorite Food:

Chicken Kow

In my free time, I like to:

Train and instruct in martial arts.

Play guitar.



Favorite Helpdesk Question:

“Our coffee brewer burned out this morning. Can we get a new one shipped out asap!”

1-888-688-0888



colin



2 years

Wiring Queue

Favorite Movie:

Equilibrium

Favorite Band:

Lacuna Coil

Favorite TV Show:

Firefly

Favorite Food:

Anything chocolate

In my free time, I like to:

Read books.



Favorite Helpdesk Question:

“My printer says toner empty, change cartridge, what do I do?”

1-888-688-0888