



Gateway  
Chapter

# 2011 Awards Banquet



Sponsored By



Sponsored By



*December 6, 2011*



# A Letter from the President....

I find it is fitting that we hold our awards banquet at the same time of year when we reflect upon all of the things in our lives for which we are thankful. This banquet gives us the chance to thank and honor those analysts and technicians that make a difference to us and our organizations.

This annual banquet is one of my favorite parts of HDI and our local chapter. The chance for each member company to submit their star employees is a great way to recognize them for their excellent work. To really get an understanding of what this award and even the nomination means, I went back to a few of our local chapter award winners and asked what winning the HDI Analyst of the Year Award meant to them. Here is what a couple told me:

“I found it great to be recognized amongst my peers for the work that I do, in a career that I care about. Being associated with prior HDI AOY Awardees, is both rewarding and humbling. I know many of the previous Awardees and strove to emulate them, for their leadership qualities.....The Award symbolizes, to me, that an encouraged and ‘shared’ attitude about teamwork will provide the best long-term success for everyone“  
Bill Womack 2008 Winner

“Being the recipient of the 2003 HDI Analyst of the Year (Gateway chapter) was very exciting for me and it meant a lot to me to be recognized for my hard work. However, the most exciting part for me was being able to represent Enterprise Holdings, Inc. in this manner and showcase the types of values this company rewards and supports. I have remained a member of HDI since then and am now in the reverse position of submitting my direct reports for Analyst of the Year. It feels great to come full circle with this! “  
Paula Murray 2003 Winner

Now, with the new Desktop Support Technician of the Year award, everyone has the chance to publicly acknowledge a whole new batch of valued employees.

I want to take a moment and thank our sponsors Robert Half Technologies and Apex Systems. Without them, this event would not have been possible.

I also want to thank all of the people that nominated employees, all of the nominees for their great effort throughout the year, our members and meeting attendees, and the chapter officers and volunteers who helped make all of our meetings and events successful this year.

Best wishes,

*Joe Arechederra*

HDI Gateway Chapter President

## Awards Banquet Agenda

- 11:30 – Kick Off & Announcements
- 11:35 – Networking
- 12:00 – Analyst of the Year Nominees and Winner
- 12:20 – Lunch Break
- 12:30 – Saluting Excellence - Sophie Klossner
- 1:15 – Desktop Support Technician of the Year Nominees and Winner
- 1:35 – Closing statements
- 1:40 – Free Networking / Arcade Play

## Guest Speaker

### **Sophie Klossner**

#### **Executive Director, HDI Membership & Local Chapters**



Sophie has been an influential member of the HDI team since 1992. She focused on event planning, content and coordinating speaker development for the first two years with HDI as well as managed HDI's human resource department for 8 years. In 1999, Sophie became the Local Chapter Director and Chief Member Advocate, working closely with Local Chapter officers and members to maintain open lines of communication, representing members needs and issues, and building strong relationships with all of HDI's chapters, officers and members. December 2009 Sophie became the Executive Director of HDI Membership, where she brings her many years of member advocacy and relationship strengths in expanding membership and bringing value to the HDI members.

Sophie enjoys the out-of-doors. She loves to camp, hike and garden. She "rescues" dogs and currently has 4 rescue dogs. Sophie and her husband have 35 acres of Colorado Mountain property and are working on building a log home for their primary residence.

## **Analyst of the Year Award Nominees**

Here are your 2011 Analyst of the Year Nominees

<b>Brandon Shea</b>	<b>Acropolis Technology</b>
<b>Ronald Cobb</b>	<b>Edward Jones</b>
<b>Terry Maytas</b>	<b>Edward Jones</b>
<b>Joshua Bodine</b>	<b>Enterprise Holdings</b>
<b>Brian Ladd</b>	<b>BJC Healthcare</b>
<b>Neil Zambrzuski</b>	<b>BJC Healthcare</b>

## **Analyst of the Year Judges**

The program manager and judges for this award are:

<b>Melissa Byers</b>	<b>Datotel</b>
<b>Amy Bate</b>	<b>MasterCard</b>
<b>Jaime Nunnelee</b>	<b>Technisource</b>
<b>Shaun P. Flannery</b>	<b>Madison Mutual Insurance</b>
<b>Lane Lundberg</b>	<b>Robert Half Technology</b>

# **A huge thanks to our Analyst of the Year Award sponsor Robert Half Technology**

## **Robert Half Technology / HDI Partnership**

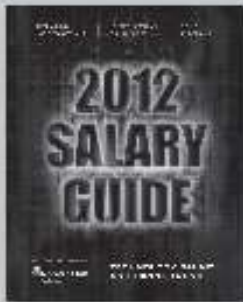
Robert Half Technology's relationship with HDI was established in 2002 and we now have participation in many local HDI chapters across the country. As HDI's Exclusive Career Planning Partner, Robert Half Technology provides valuable staff and career management resources such as salary data, market research and career advice for the support services community. The company also offers promotion of HDI certifications through discounted and free access to preparation courses and certification exams. Robert Half Technology is a proud sponsor of HDI's Help Desk Analyst of the Year award and we congratulate all of this year's top performers.

## **About Robert Half Technology**

Robert Half Technology is a leading provider of IT professionals on a project and full-time basis. A division of Robert Half International, the world's first and largest specialized staffing firm, Robert Half Technology places highly skilled IT professionals into a wide variety of positions including Help Desk/Technical Service functions such as; hardware and software support, packaged software support, call center support, desktop support, technical trainers and PC/applications deployment. Our full-service approach, extensive marketplace knowledge and experienced account executives allow us to provide the talent our client's need – when they need it most. To locate a Robert Half Technology office nearest you, visit [www.roberthalftechnology.com](http://www.roberthalftechnology.com) or call 1.800.793.5533.



You will see what lies ahead  
for technology salaries



Our Salary Center offers tools that tell the fortune of over 70 technology salaries. To learn the future of technology salary trends, calculate local salary ranges and download a **FREE 2012 Salary Guide**, visit [rht.com/salarycenter](http://rht.com/salarycenter).

St. Louis • 314.205.1770  
211 N. Broadway, Suite 1250

WE GET IT. WE SPEAK IT. WE KNOW IT.®



**Robert Half**  
Technology

© 2011 Robert Half Technology. An Equal Opportunity Employer. 0811-4302

**Congratulations to the Edward  
Jones nominees Terry Maytas  
and Rob Cobb!  
From the IS Helpdesk.**

**HDI Gateway Chapter Officers**

<b>Joe Arechederra</b>	president@hdistlouis.com	Chapter President
<b>Melissa Byers</b>	programs@hdistlouis.com	VP of Programs
<b>John Jester</b>	programs@hdistlouis.com	VP of Programs
<b>Leia Strothcamp</b>	vendor@hdistlouis.com	VP of Vendor Relations
<b>Amy Bates</b>	membership@hdistlouis.com	VP of Membership
<b>Jamie Nunnelee</b>	membership@hdistlouis.com	VP of Membership
<b>Mike Fitzpatrick</b>	news@hdistlouis.com	VP of Communications

If you are interested in volunteering for a committee,  
presenting a topic or hosting a meeting, please feel free to  
email one of the chapter officers.

**Congratulations to the Enterprise  
Holdings Nominees –  
Wayne Steinmann & Josh Bodine!  
Good luck from the IT Service  
Desk.**

## **Desktop Support Technician of the Year Nominees**

**Here are your 2011 Desktop Support Technician of the  
Year Nominees**

<b>Wayne Steinmann</b>	<b>Enterprise Holdings</b>
<b>Jeremy Ketchum</b>	<b>Datotel</b>
<b>Trinita Rhodes</b>	<b>MasterCard</b>
<b>Larry Krumwiede</b>	<b>BJC Healthcare</b>
<b>Kevin Sutton</b>	<b>BJC Healthcare</b>
<b>Joe Kamm</b>	<b>Acropolis Technology</b>

## **Desktop Support Technician of the Year Judges**

**The judges for this award are:**

<b>Steve Mueller</b>	<b>Apex Systems</b>
<b>Mary Kausch</b>	<b>HR Etc!</b>
<b>Justin Freistein</b>	<b>Technisource</b>
<b>Charles Corrigan</b>	<b>Ranken</b>
<b>Leia Strothcamp</b>	<b>Cigna</b>
<b>Renee Grotegeers</b>	<b>Edward Jones</b>



# **A huge thanks to our Desktop Support Technician of the Year Award sponsor Apex Staffing**

Apex Systems, Inc. is privileged and honored to be a participating sponsor in the 2011 HDI Desktop Support Technician of the Year Award.

Apex Systems, Inc. is currently the sixth largest technical staffing firm in the United States with 49 offices coast to coast. We specialize in providing our clients top technical talent in all areas of Application Development and Infrastructure Support. We have built our reputation on the ability to find, screen, and submit the best and brightest technical personnel in the market today. Should you be a candidate seeking a challenging new career opportunity or a hiring manager seeking the next superstar to add to your organization, Apex Systems, Inc. would be happy to speak with you about how we can be of service.

Congratulations to all the candidates submitted for this prestigious award!

WEB: [www.apexsystemsinc.com](http://www.apexsystemsinc.com)

PHONE: 314-485-4035

EMAIL: [kasher@apexsystemsinc.com](mailto:kasher@apexsystemsinc.com)



PROVIDING YOU WITH YOUR  
MOST CRITICAL RESOURCE...

## IT STAFFING AND WORKFORCE SOLUTIONS

Apex Systems, Inc. is a national staffing and recruitment solutions firm specializing in Temporary, Temp-to-Perm and Direct placements, and Outsourced Recruitment Solutions in IT and Engineering professions.

Let Apex match the correct solution for your needs.

FOR MORE INFORMATION ABOUT  
APEX SYSTEMS, INC., CONTACT US:

Website: [www.apexsystemsinc.com](http://www.apexsystemsinc.com)

Email: Steve Mueller at [smueller@apexsystemsinc.com](mailto:smueller@apexsystemsinc.com)

Office: 314.485.4035

### CONTRACT LABOR

- Contract-to-hire
- Contract
- Bulk Buy

### DIRECT PLACEMENT

- Fee based

### RPO

- Onsite Recruitment Services
- Event Based Services
- Enterprise Recruitment Outsourcing

### SOURCING

- National Recruiting Capabilities
- Pipeline Fulfillment
- Skills Expertise Practices

### SOW SOLUTIONS

- Managed Projects
- Project Delivery Framework & Tools
- Project Risk Management

[WWW.APEXSYSTEMSINC.COM](http://WWW.APEXSYSTEMSINC.COM)

# DATOTEL



Congratulations to our  
Desktop Support Technican Nominee

**Jeremy Ketchum**

*Good Luck from the Datotel Team!*



*From the  
Chapter Officers*

**Congratulations and good luck  
to all of the BJC nominees.**

**Thank you for everything you  
do day in and day out.**

# SURVEY

## We want you feedback!!

You can help us make this a better chapter by simply filling out this survey. Please answer the questions below, tear off this page from the program and give your sheet to one of the officers

### Please rank first to last what day and time work best for you to attend meetings

- Tuesday Lunchtime (11 - 1) \_\_\_\_\_
- Tuesday After Work (4 - 6) \_\_\_\_\_
- Wednesday Lunchtime (11 - 1) \_\_\_\_\_
- Wednesday After Work (4 - 6) \_\_\_\_\_
- Thursday Lunchtime (11 - 1) \_\_\_\_\_
- Thursday After Work (4 - 6) \_\_\_\_\_
- Write In / Other \_\_\_\_\_

### Please circle all topics that you would be interested enough to attend if offered next year

- |                                                                       |                                                                  |
|-----------------------------------------------------------------------|------------------------------------------------------------------|
| Implementing a virtual help desk / fulltime remote work               | A panel discussion on chat and self service                      |
| Motivating your employees                                             | Onboarding best practices                                        |
| Coming clean—A panel discussion on ideas that failed and why they did | Emergency preparedness and business continuity for the help desk |
| Contractors—pros and cons                                             | Metrics and Reporting                                            |
| Handling consumerization                                              | Recruiting good talent                                           |
| Strategic planning for your service desk                              | Succession planning and career progression in your service desk  |

Write in

---

---

---

---

---