



1
00:00:02,596 --> 00:00:04,586
>> I am an IT specialist.

2
00:00:04,956 --> 00:00:07,296
My main focus is
customer support.

3
00:00:07,426 --> 00:00:12,056
I help customers and
coworkers resolve issues.

4
00:00:12,276 --> 00:00:15,016
So if they have problems
with their computer

5
00:00:15,016 --> 00:00:18,996
or with their software,
they come to me for help.

6
00:00:19,416 --> 00:00:24,926
What I do, it impacts the
workforce on a daily basis.

7
00:00:25,466 --> 00:00:27,126
I enjoy process improvement.

8
00:00:27,196 --> 00:00:30,146
I love working with my customers
and trying to find ways

9
00:00:30,146 --> 00:00:31,686
on improving their process.

10
00:00:32,056 --> 00:00:35,746
I love helping people
when they have incidents

11
00:00:35,986 --> 00:00:37,966
or they need to solve problems.

12

00:00:38,596 --> 00:00:43,396

No matter what we do
here, no matter how small

13

00:00:43,446 --> 00:00:47,116

or how big it is, it is
still special to Glenn.

14

00:00:47,816 --> 00:00:51,546

When you see Barbara, she's
going to have that smile.