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00:00:01,930 --> 00:00:23,140

Hello, my name is Ms. Maxine Mason and I am
an Accounts Payable Financial Management Troubleshooter

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00:00:23,140 --> 00:00:28,640

for the NSSC here NASA Shared Services Center,
and we are here at the Stennis Space Center

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00:00:28,640 --> 00:00:29,640

in Mississippi.

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00:00:29,640 --> 00:00:35,020

As the Accounts Payable Financial Management
Troubleshooter I am to make sure that all

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00:00:35,020 --> 00:00:40,329

NASA customers get paid appropriately and
on time.

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00:00:40,329 --> 00:00:46,800

If there are any issues incurred then I am
the spokesperson for that particular problem

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00:00:46,800 --> 00:00:50,420

or issue or what may come and occur.

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00:00:50,420 --> 00:00:57,260

We here at the NSSC use the concepts of Diversity
and Inclusion to resolve problems.

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00:00:57,260 --> 00:01:03,000

For an example, we had a problem with a tax
form 1099.

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00:01:03,000 --> 00:01:12,140

We formed a diverse group of employees representing
three organizations in order to successfully

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00:01:12,140 --> 00:01:14,140

resolve the issue.

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00:01:14,140 --> 00:01:23,140

It is an important job because our customers to us are our number one focus and we are

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00:01:23,140 --> 00:01:26,520

"Customer Focused" here at the NSSC.

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00:01:26,520 --> 00:01:30,030

During Hurricane Katrina, I totally lost everything.

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00:01:30,030 --> 00:01:35,830

I never knew much about my fore fathers, but all I knew is what my mother taught myself

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00:01:35,830 --> 00:01:38,660

my other brothers and sisters.

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00:01:38,660 --> 00:01:47,560

She taught and instilled very strong work ethics in us and today that has made me who

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00:01:47,560 --> 00:01:49,150

I am today.