

ERSO CELEBRATIONS

February 2024

SPOT AWARD WINNERS



February Staff
Spotlight –
Karen Headrick,
Research
Administrator

In 1 word, please describe what you do in ERSO.
Support

In 2 words, please tell us about yourself.
Positive energy

You have 30 minutes to spend a million dollars. Where is your first stop?
Charles Schwab

What advice would you give to your teenage self?
Trust your instincts

Worst song or movie ever?
?? I don't remember "worst"

What is a must-have for your dream house?
Ocean view

What question should we ask the next Spotlight colleague?
What is your favorite animal, and why?

HAPPY ERSO-versary!

Natalie Chen, 10 years
Anne Krysiak, 9 years
Naeemah Daggao, 6 years
Larry Polito, 5 years
Reagan Lu, 3 years
Eva Leach, 2 years
Michelle Hanke, 2 years
Rachel Zhang, 2 years

Your questions/feedback is welcome! Please submit it via this [anonymous form](#).

"Never be limited by other people's limited imaginations."

—[Dr. Mae Jemison](#)

Alice Wong
Amy Frithsen
Angela Brito-Baldwin
Anne Krysiak
Brian Bratton
Cathy Nguyen
Emily Martinez
Eva Leach
Gina Banton
John Keller
Laman Sadaghiani
Monica Naputi
Noriko Katagiri
Saleem Hasan
Tracey Richards
Veronika Blair
Weixing Ou

Congratulations to our latest round of SPOT Award recipients! For more information or to nominate an exemplary colleague by April 30th, please visit [this page](#).

Congratulations, Wendy – we salute you!

"I enthusiastically nominate Wendy [Kung] for her outstanding customer service. She consistently provides detailed, clear, and anticipates customer's needs which is evident by her meticulous and thoughtful manner in which she addresses questions from our email alias. Wendy consistently goes above and beyond, providing detailed responses that not only answer inquiries but also demonstrate a deep understanding of our customers' needs. Wendy's exemplary communication skills contribute significantly to our positive customer experience. Her attention to detail and thoughtful approach set a high standard for our customer service team. In recognition of her exceptional contributions, I wholeheartedly endorse Wendy for her commitment to excellence in customer service."

HAPPY BIRTHDAY!



Ana Fuentes
Michael Banderas
Michelle Hanke
Weixing Ou