# ERSO CELEBRATIONS February 2024



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 BIRTHDAY!

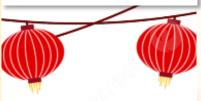


Ana Fuentes Míchael Banderas Míchelle Hanke Weixing Ou

## 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

## SPOT AWARD WINNERS

**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 30<sup>th</sup>, 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."