

ERSO CELEBRATIONS

November 2023

Thanks to all who participated and voted in **ERSO's Dress Your Pet & Carving Contest**. Congrats to Jennifer and her adorable ERSO-naut, and Wendy with her dexterity and skill!



Happy Halloween from an ERSO-naut!

Dress Your Pet Winner:
ERSO-naut Halloween
(Jennifer Stone)



Carving Contest Winner:
Water and Fire
(Wendy Kung)

Join together for
ERSO's Staff Holiday Gathering
Tuesday, December 5th
5:00 to 7:30pm
Berkeley, CA

Please RSVP by 11/22/23

Congratulations, **Julie Aquino**—We salute you!



"Julie was incredibly helpful and QUICK in assisting with a query from a student regarding their pay. As I was unsure what the issue was, I cc'ed ERSO Payroll on the response to the student, and within less than an hour(!), Julie had responded with additional information and had identified the problem (paper checks were issued instead of direct deposit). She indicated that she'd reach out directly to the student to resolve. It was such a quick, professional, and helpful response, and I'm so grateful that Julie stepped in quickly and said she handle it. I don't feel like I need to monitor the situation to ensure the resolution, which gives me peace of mind as well as one less thing on my desk. She even indicated that she'd further assist with any other of their payroll concerns - just a wonderful, helpful, customer-service oriented frame of mind that put me (and the student) at ease. Thank you SO much, Julie - it's an absolute pleasure to have you on the ERSO Payroll team!"

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

"Autumn is a second spring when every leaf is a flower."

November Staff Spotlight—

Brian Bratton, RA

This month, we shine a spotlight on Brian from our Research Administrator team. Thanks for sharing, Brian!

In 1 word, please describe what you do in ERSO:
Guide

In 2 words, please tell us about yourself:
Gregarious, Receptive

You have 30 minutes to spend a million dollars.
Where is your first stop?
Student loan servicer website.

What advice would you give to your teenage self? **Worry less.**

Worst song or movie ever?
The 90's Super Mario Bros. Movie

What question should we ask the next Spotlight colleague?
What was your greatest adventure?

Please share a picture that best represents you.



Happy birthday!

- Angela Brito-Baldwin
- Anthony Mabanglo
- Brooke Estrada
- Helen Acosta
- Jennifer Dawson
- Jennifer Kim
- Jolo Cabrera
- Ken Major
- Leslie Goldstein
- Reagan Lu
- Sanchita Pal
- Victoria Krysiak

Happy ERSO-versary!

- Alice Wong, 17 years
- Krystle Bartholomew, 10 years
- Dan Matsuoka, 9 years
- Jennifer Dawson, 9 years
- David Anderssen, 6 years
- Ruben Speers, 2 years
- Denise Ramirez, 1 year