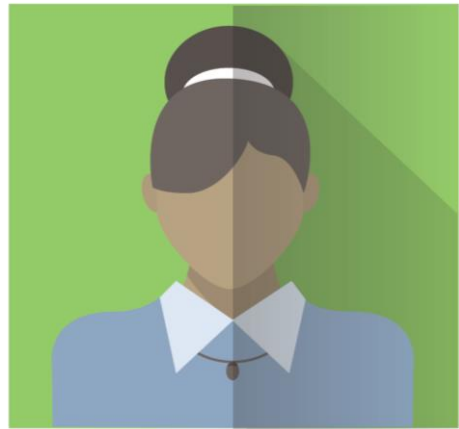




VETERAN VICKY.

CONTRACTOR

“ I'm technical enough to buy, but not to install and set up. ”

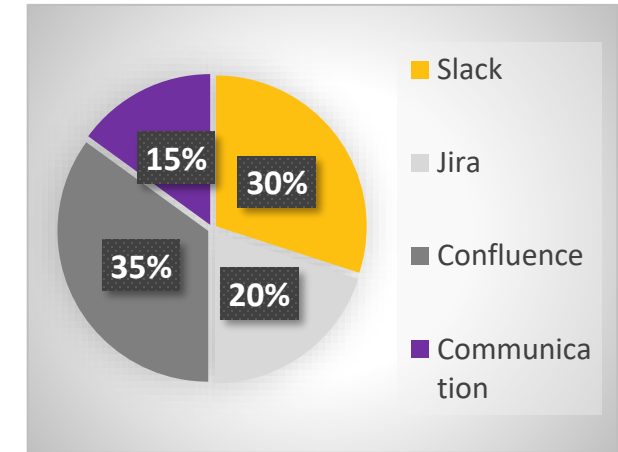


LOCATION: Reisterstown, MD
AGE: 50
JOB TITLE: Sr. Procurement Manager
JOB LEVEL: 
entry level leadership
EDUCATION: MS, Engineering
TECHNOLOGY: 
novice savvy

MAJOR ACTIVITIES



TOOLS



MY STORY

I came here from Indonesia to be an engineer. My father is an engineer, and my mother is a mathematician. I have always loved numbers and finding order in chaos. I switched over to IT, but I also enjoy working with my hands, so anything “technical” is right up my alley. Maybe that’s why I always serve as the technical “fixer” on all my projects.

Somehow, I landed in purchasing, and I really love it! I am the liaison between the procurement team and the technical side and the client to make sure everyone has what they need and are properly trained on software we acquire.

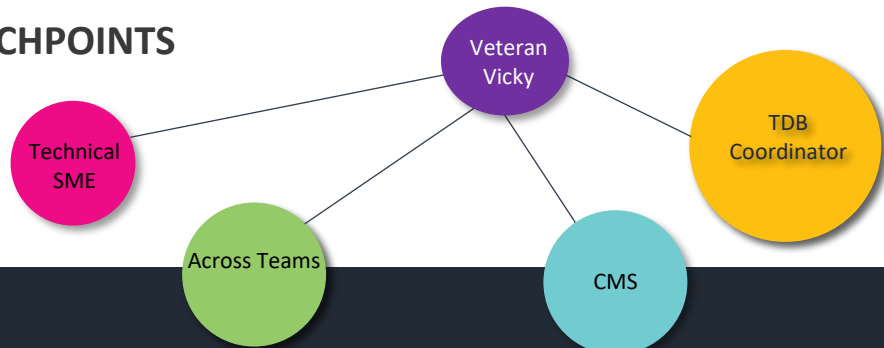
FRUSTRATIONS

- Not having the form at the beginning of process; having to research to find forms, contacts and process.
- There should have been more technical direction instead of having submitter find the right level of technical expertise
- No one is consistently teaching or informing about the process

MOTIVATIONS

- Conducting effective training that sets team up for success
- Basically, I want to make it, so I am not needed; the work runs that smoothly
- Be an effective liaison when necessary, provide answers for the team they can implement quickly

TOUCHPOINTS



OVERALL SATISFACTION

7

NUMBER OF SUBMISSIONS

12

