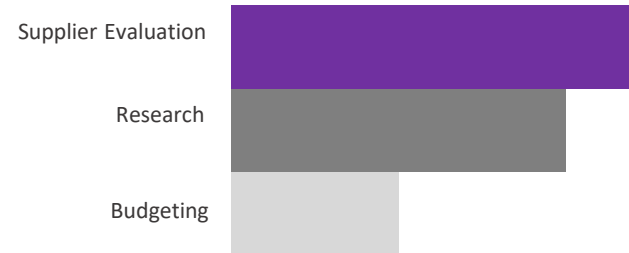


“ I wish it was more automatic, it should automatically create a ticket.”

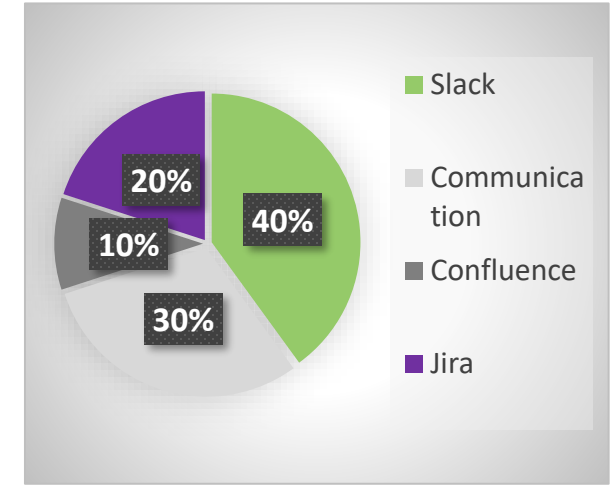


**LOCATION:** Odenton, MD  
**AGE:** 26  
**JOB TITLE:** Sr. Procurement Analyst  
**JOB LEVEL:** entry level leadership  
**EDUCATION:** B.S. Computer Science  
**TECHNOLOGY:** novice savvy

## MAJOR ACTIVITIES



## TOOLS



## MY STORY

We create the yearly bill of materials and are responsible for buying all the hardware and software for our LOB contract. I have a great relationship with my team members, and everyone is very helpful.

We can get really slammed and then some of us need to take on responsibilities that we aren't used to. I don't mind helping, but the process just isn't clear, and I don't always feel as if I am communicating the right information to the right people.

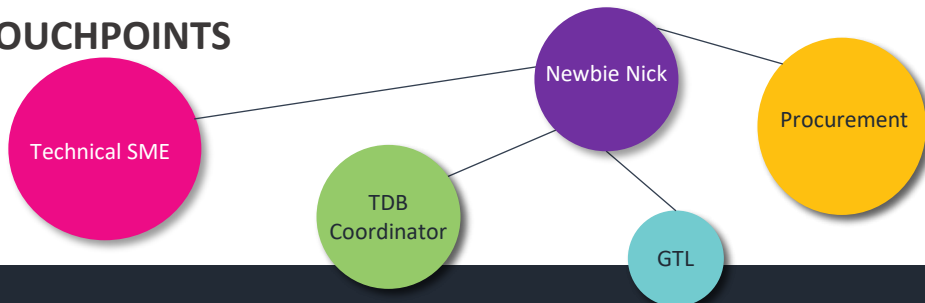
## FRUSTRATIONS

- Several terms that were completely unfamiliar, and took time to connect with team to figure out
- Too many pieces to the Word form that are unclear and could be web based
- Having to go back and forth within word document and Jira board is too manual and time consuming

## MOTIVATIONS

- Coaching team members to bring out their best work and to build a high-value team
- Getting work done quickly
- Having a good rapport with team members and them knowing they can count on me.

## TOUCHPOINTS



## OVERALL SATISFACTION

3

## NUMBER OF SUBMISSIONS

3

