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Western Region HDI Analyst of the Year Named

Jackie Henderson, Support Analyst with Delta of California in Sacramento, California, has been named HDI Western Region Analyst of the Year for 2008.

Jackie provides first-level support to Delta Dental's 4,000 staff and system users in business units across multiple campuses and sales offices in the United States. She has been in her current position one year, working on a team of 15 full-time support staff.

Jackie was selected from four nominees representing HDI Chapters in Sacramento, Orange County and San Diego in California and from the Southwest Synergy HDI Chapter in Phoenix, Arizona. As winner of the regional award, Jackie will attend the HDI National Conference in March 2008, where she will compete for the National HDI Analyst of the Year honors. Her participation in the HDI National Conference is generously supported by the program's national sponsor, Robert Half Technology.

Jackie was nominated by Brandon Caudle of Delta of California. Caudle writes, "Customer Service is our lifeblood. While we constantly strive as a team to provide outstanding customer service, Jackie consistently demonstrates a level of commitment and service to our customers that goes above and beyond the norm."

In addition to consecutively receiving extremely high scores on a monthly scorecard used at Delta to evaluate analysis' metrics in service tickets handled, Jackie shows great pride in her non-scorecard work "She takes full ownership of all issues that come within her boundaries and works with other teams at Delta to not only ensure the issue gets resolved, but to also modify processes where needed to reduce the possibility of the issue recurring," said Caudle.

In nominating Jackie, Caudle notes, "Jackie exhibits the ethical qualities expected of an outstanding service desk professional. She always speaks the truth, even when it can be easier to disguise a problem. She is always forthright in letting customers know exactly what is going on when they are experiencing an IT issue and this type of strong ethics has built a great reputation with her customers."

She holds a Bachelors Degree in Information Technology and Engineering from Charter College in Anchorage, Alaska and is a Microsoft Certified Professional (Windows 2000). Jackie holds the ComTIA I-Net + certification and is a Certified Internet Webmaster.

Caudle concluded Jackie's nomination with these comments: "We receive daily feedback from Jackie's peers, from our customers in the business units and from second level technicians and

managers that she is truly a pleasure to work with in every way – technically, interpersonally and as part of the team.”

Other regional nominees for the award, and Analyst of the Year winners in their respective HDI Chapters, include Carlos Hernandez from Solar Turbines, representing the San Diego Chapter; Juan Leyva from Taco Bell of America, representing the Orange County Chapter; Paul Stolarik from Edward Jones Company, representing the Southwest Synergy Chapter.

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