



The HDI Chapters of the Western Region of HDI, wish to congratulate **Jordan Glynn** of Solar Turbines, Incorporated, on winning the 2009 Western Region Analyst of the Year award. He represents the San Diego HDI Chapter and has been at Solar Turbines for 13 months working as a Tier 1 Analyst. Jordan started working with computers professionally when he was 16. As with most computer professionals, deep down he considers himself just a "Big Techie at heart!"

Jordan was selected out of five nominees from the Arizona, Orange County, Los Angeles, San Diego and Sacramento chapters. Jordan will proceed to compete for the Global Analyst of the Year award and attend the Annual HDI Conference and Expo at the Mandalay Bay Resort in Las Vegas in April.

Jordan was nominated by Carl Farmer, his supervisor at Solar Turbines. As Carl describes Jordan's response to a specific incident: "Jordan has always provided outstanding service to customers, but he clearly elevated himself leading by example and took this issue to the next level. He stepped up and immediately worked with other Tier2 analysts, department leadership, knowledge management team, and other IT peripheral groups (Information Security) to get this issue under control. It is with great confidence to state that Jordan has a natural tendency to go above and beyond, and to do it freely without being asked."

Jordan has obtained the CompTIA A+, CompTIA Network+, and Microsoft Certified Professional certifications. He has also taken the Yellow-belt training program.

The goal of the Analyst of the Year program is to identify and award the service desk industry's top first-level support analysts. Support analysts are nominated and awarded at the local chapter. Each HDI Chapter can submit one nominee for the regional award. The regional Analyst of the Year will have an opportunity to compete with peers globally for the prestigious Global HDI Analyst of the Year award.

Throughout the process, nominators present a personal business profile of the nominee and the nominee's company, in addition to specific attributes that demonstrate the nominee's understanding of industry standards, commitment to excellent service, and consistency at exceeding performance objectives.

This award is sponsored globally by Robert Half Technology.

