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## SAC HDI SAFARI 2008

Come join our Expert Guides and find the path that's right for you!

**TRACKS TO INCLUDE:**  
Human Factor, Support  
Operations Management  
and Strategic Focus!

**Safari!**  
**2008**

Tuesday, June 17<sup>th</sup> 8  
AM – 4 PM  
Arden Hills  
Country Club

Early Registration (until  
June 16th)  
\$49 – HDI Members  
\$59 – Non Members

At the Door Registration  
\$59/\$69

Registration includes Admission to All  
15 Speaker Sessions, Keynote with  
Pete McGarahan, Vendor Expo and  
Lunch.

Keynote Speaker – [Peter  
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Presented by Sacramento HDI:

Visit our website for more info or Register  
Online at:

[www.thinkhdi.com/chapters/sacramento/safari  
2008/registration.htm](http://www.thinkhdi.com/chapters/sacramento/safari2008/registration.htm)



# Sacramento Speaks

An interview with **Sopha Wandee**.

## SAC HDI's NEW Newsletter Editor

Welcome to Sacramento Speaks, our new segment in our Newsletter in which we feature an Interview with a member of the Sacramento Chapter. This segment gives us a closer view into our peers and provides ideas and thoughts for others who wish to grow. If you would like to be interviewed or wish to recommend someone for an interview, please contact Brandon Caudle at [Brandon@delta.org](mailto:Brandon@delta.org).

SAC HDI: So how is your name pronounced?

Sopha: Ah yes.....I was born in Thailand but raised in California. I've been here since I was a year old and don't speak a lick of Thai. But my name is pronounced Soap-Ah the H is silent in my name.

SAC HDI: How long have you been in I.T. and on a Help Desk?

Sopha: Well let's see. I've been in the I.T./Help Desk industry for well over 14 years now. I got my start working as Tier 1 Tech on the Broderbund help desk in Novato. It was a great learning experience. I got to troubleshoot fun games like MYST and Prince of Persia. Not to mention we were allowed to have LAN parties as long as it was our product! I left as a Tier 3 Tech with a ton of skills under my belt.

Then I became a contractor working for TekSystems for over a decade. Working at different places sharpening my technical skills and honing in my Customer Service Skills.

Now I'm the Team Lead at VSP at the Technical Assistance Center aka TAC. I've been here for going on 7 years now. I love working here and my team is awesome! My passion is Customer Service!

SAC HDI: So what do you like to do in your spare time?

Sopha: OMG! I'm a HUGE gamer! I play WOW all the time. I have a Level 70 Demo Warlock all decked out in LEGENDARY gear!! Yeah I have an Epic Mount and everything. Pretty hardcore. I'll game any day!

I'm also a huge fan of the local music scene. I enjoy going to see my favorite local bands play like MC Rut and AP Roots! I love those guys for days!!

Also I'm totally into comics and Anime. This year I went to San Jose to the SUPER CON OMG it was so awesome! I met some really cool people. I met Adam Hughes, he's an awesome artist he draws Cat Woman.

What was really cool is that we are MySpace

friends and he has these beautiful sheepdogs but he lives in Georgia. OMG he and his girlfriend put together a photo album for me of his pups and brought them JUST FOR ME! I was so floored! He's so cool!!

Adam Hughes and I.



And just to show you how NERDY I am. I went to The Tech dressed as Bat Woman!!



Thanks to everyone that gave me the opportunity to return as the SAC HDI Newsletter Editor. I'm really looking forward to it. So keep your eyes posted for some great upcoming articles! See you SOON!

Sopha Wandee  
SAC HDI Newsletter Editor



## Presidents Message

The focus of our Sacramento HDI Chapter is on you, our members and guests. We are dedicated to serving your personal and professional needs by providing customized programs, industry leading speakers, networking opportunities, our Annual Safari event, as well as, a central repository for pertinent service and support information to help facilitate your day to day responsibilities. We want to make your life easier by providing you with information on innovative products and services, in a neutral environment, case study opportunities to learn how others are achieving results, and knowledge sharing that will help you and your companies grow.

With Service & Support being such a dynamic field to work in, more and more individuals are looking for support groups to help them bring value to their positions that will foster growth within their companies. We invite you to make Sacramento HDI your one-stop support group for all of your service and support needs: from Help Desks and Service Desks to Desktop Support to Business Analytics.

Send us an email or stop by one of our Chapter meetings held the 3<sup>rd</sup> Thursday of every month and we'll show you the benefits of participating, networking, and sharing knowledge with others in the Greater Sacramento Area.

Thanks,  
Sean Moore



## This Month's Tech Toy

### lomega DVR Expander Drive

lomega has a brand new DVR Expander Drive for the masses,

This time round they have increased the capacity to 500GB which bodes well for folks who are way too busy in their daily schedules to catch up on all the shows that they want to watch - the only drawback that I can think of is the fact that with so much storage space,

One will most probably end up with a backlog of shows to catch up with and won't even have the time to finish up a mountain of recorded movies.

Well, that's another problem to solve, but we won't be looking at that today.

In a nutshell, the new lomega DVR Expander Drive, offers enough space to store up to 300 hours of standard definition TV or 60 hours of high definition TV. More details are available after the jump.

You can pick up the lomega DVR Expander Drive, eSATA 500GB, for \$199.95 when it hits online and retail stores in the US later this month.



## Upcoming HDI Events

- **SAC HDI SAFARI 2008**

Tuesday, June 17th, 2008 from 8:00AM to 4:30PM @ Arden Hills Country Club.

- **July SAC HDI Meeting**

More information to come in next month's newsletter regarding the meeting. STAY POSTED!

## FUN Events

- **SAC ANIME Convention**

August 29<sup>th</sup> – 31<sup>st</sup>, 2008 at the Scottish Rite Center

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