

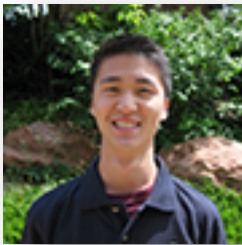
# BITS & BYTES

May 2014



## SPECIAL GRADUATION EDITION

STS is proud of its STS Techs and STCs who are graduating in the Class of 2014. They each have contributed their talents to make STS an excellent customer service provider of technology services. We send them off with fond memories and our best wishes!



**DEREK DAI**



**HENRY HU**



**EDIKAN UMANA**



**ERIC JI**



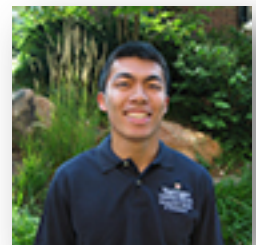
**NORMAN LUC**



**ABBY KERTZMAN**



**DENNIS FONG**



**MATT HWANG**

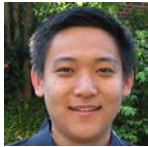
## WE ASKED OUR STS GRADUATES...

## ➤ WHAT ARE YOUR POST-GRADUATION PLANS?



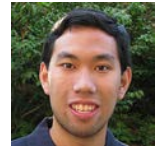
**HENRY HU**, M.S. Computer Science:  
"I'll work as a Financial Technology Associate  
at Citadel Investments Group in Chicago."

**EDDIE UMANA**, B.S. Computer Engineering:  
"I will be flying in for an on-site interview with  
Google."



**ERIC JI**, B.S. Systems Engineering:  
"I will be a Business Analyst for Capital One in  
DC."

**NORMAN LUC**, B.S. Biomedical Engineering:  
"I will be attending med school at the University of  
Illinois."



**MATT HWANG**, B.S. Biomedical Engineering:  
"I'll be working at Epic Systems in Madison, WI  
as a Tech Services Engineer."

CONGRATULATIONS  
STARS STUDENTS!

Yonatan Barlev	Business School
Michael Bjorgaard	Business School
Gabrielle Dinkin	Media Services
Jude Gonsalves	Business School
Doug Guilfooy	Business School
Andrew Hannebrink	IS&T
Huhn Kim	Business School
Chien Le	IS&T
Si Meng	Engineering School
Andrew Nylander	Business School
Benjamin Pigg	IS&T
Marie Swarzenski	Career Center
Wassam Waquar	IS&T
Jeffrey Yoo	IS&T
Pei Zeng	Medical School
Fan Zhang	Sam Fox School
Jiayi Zhou	Business School

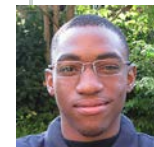
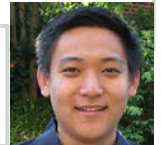
## ➤ WHAT HAVE YOU LEARNED AT STS THAT YOU WILL BE TAKING ALONG WITH YOU?

**MATT HWANG**, STS Level I Tech – 3 years:  
"Working at STS has really taught me the value of good customer service and how it really affects our relationship with students when we treat them professionally. I can utilize these customer service and interpersonal skills in anything that I do. Additionally, the endless problem solving that I did as a tech will come in very handy when I have to troubleshoot issues with Epic software!"



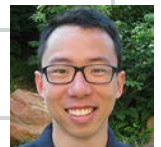
**ABBY KERTZMAN**, B.A. Political Science:  
"STS has taught me really important problem-solving skills, and my time here has helped me improve how I tackle problems both on my own and with groups."

**ERIC JI**, STS Level I – 2 years:  
"How much of a difference good customer service can make."



**EDDIE UMANA**, STS Level I Tech – 2 years:  
"Good customer service, good problem solving and there's no harm in asking questions."

**DENNIS FONG**, STS level II Tech – 3 years:  
"Critical thinking, problem solving and good customer service."



**NORMAN LUC**, STS Level I Tech – 3 years:  
"I've learned the importance of teamwork and collaboration, as well as meticulous attention to detail, which I hope to use someday as a physician."

**HENRY HU**, STS level II Tech – 3 years:  
"Be patient, pay attention to details, think logically and know how to work in a team."

