



## Pointnext Global Labs Update Bulletin – Article

Bulletin # **xx**



### Tech Spotlight: Kimberly C is searching for answers in the Alpharetta Global Lab!

Kimberly C is good at finding things and figuring them out. She is a certified K9 SAR dog handler and has spent many hours obtaining certifications and working with her two service canines, Black Labs named Lucy and Hacker.

But managers in the Pointnext Global Labs believe that they are the ones who have found someone special the day Kimberly joined their team in Alpharetta.

While her reporting location is the Alpharetta Global Lab, these days Kimberly's work is concentrated on LabRAT (Lab Remote Access Tool), the software interface that allows engineers to access the Global Labs remotely from anywhere in the world, any time of day.

Kimberly is the Quality Assurance engineer for the development of LabRAT III, and her first assignment was as Project Lead for the LabRAT II software development effort. In that capacity, she held daily Agile scrums with the entire development team to track goals and facilitate work.

"We used a hybrid Agile process," Kimberly explains, "which applied to both software and hardware issues."

It is one of the strengths of the Global Labs that so many of its personnel come from the user community. Before she joined the team, Kimberly, was a daily Lab user as an L2 Support engineer specializing in Linux and virtual machine technology.

"As an L2 engineer, you work in the Lab all the time. I would launch cases for myself and other engineers and work on replication requests with Lab personnel," she says.



### Lab work...

Kimberly is a Search & Rescue K9 handler in her local community. She has several dogs, two of which, a Black Lab mother and son, have obtained rescue certification.

Lucy is a NASAR dual certified K9, and her son, Hacker, is a NASAR certified "live find" dog.

Kimberly shares the NASAR certs as the animals' handler, and she constantly works with them to further their training and potential utility to rescue services.

Hacker is qualified for an incredible search target area of over 80 acres!

"Without the Lab, we'd have to use real time video chat with the customer trying to troubleshoot on their premises. The Lab lets us troubleshoot in *our* environment and escalate if necessary."

Kimberly's career in IT was an evolution of sorts and followed a path that was not exactly tightly scripted. In a previous life, she worked as a certified travel agent and over time found that she was needed to assist the Help desk in her office.

A natural techie, Kimberly's role at the Help desk evolved into an IT position where she was able to exploit her knack for mastering systems and solving problems.

After cementing her technical chops with a degree from DeVry University, Kimberly furthered her career in IT by landing at HPE, where one could say she is still working in travel but on a different kind of journey.

"I get thrown into a situation and told to figure a way out," Kimberly explains.

She has been successfully "figuring a way out" in the Global Labs since her days as an L2 Support engineer.

"The first time I was troubleshooting a NIC card," Kimberly recounts, "I was running SPPs on a server and the card died, in our environment not the customers. That was when I learned the term *bricking*," she recalls.

"This put me in a panic," she says, before another engineer congratulated her on isolating the customer's problem without harming their environment. Breaking and fixing things in *our* environment instead of the customer's is possible with the Global Labs.

Kimberly has a gift for finding trouble. She finds it and fixes it and communicates the solution to our customers and to her peers. Her success in the Pointnext Global Labs powerfully illustrates the benefit to Hewlett Packard Enterprise that this resource provides as a differentiator in the IT marketplace.

Tech Spotlight and the entire crew of the Pointnext Global Labs salute Kimberly for her accomplishments in the lab and for her rescue work in the community!

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