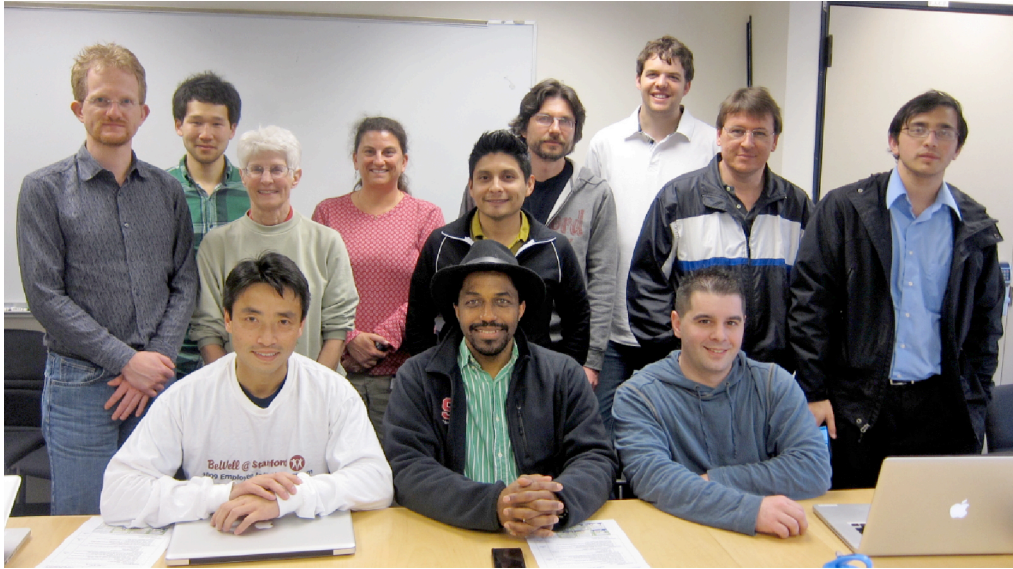


Your CRC Support Team has changed over the years, so we thought it was time to reintroduce ourselves to you. We are a team of 11 Consultants plus a Manager. Two members of the team support servers across all of CRC's clients, eight do desktop support and one has a dual role. (See below for more info.) Since we work as a team, any one of us may respond when you submit a HelpSU ticket for a problem.



From left to right – Front Row: Kevin, Rodney, Bob.
Back Row: Will, Tom, MaryAnn, Karen, George, Alex, Tyler, Mike, Eric.

Mike Birdwell (Desktop Support) has been supporting the education IT environment since 1995 at various universities. Currently, he is the primary support person for the A65 Classroom and GRID lab in Mitchell as well as the Undergraduate Lounge in GeoCorner.

Rodney Carter (Desktop Support) has been at Stanford in various capacities since 1982 and is currently the Team Lead for our group. Lately he does more back-end work, although he does get out in the field on occasion.

Tom Chou (Desktop Support) has been part of the Stanford IT Community since 2003, mostly in the School of Education where he managed their Help Desk. He joined CRC in December 2010 and looks forward to identifying and facing new IT challenges. He will be Mike's backup for the A65 Classroom, GRID lab and Undergraduate Lounge.

Tyler Cooper (Desktop Support) has been involved in the IT field since 2006 and joined the team in 2010.

Eric Deskin (Desktop Support) came to Stanford and CRC in 2008.

George Dias (Desktop Support) worked in several large companies before joining Stanford and CRC in 2008.

Bob Gallardo (Desktop Support) joined CRC in 2010 and has over 15 years of IT experience with multiple certifications in PC hardware and software.

Will Mingle (Server Support) has been at Stanford since 2000 and has supported many groups across the University. He has been a member of the CRC Server Group since July 2008.

Kevin Tai (Network Administrator) provides 50% time network administration services under contract with CRC and is generally in Earth Sciences from 1:30 - 5:30 pm, Mon - Fri.

Alex Tayts (Server Support) came to Stanford in 2007 and has been a member of the CRC Server Group since July 2008.

MaryAnn Woodall (Desktop Support) began her Stanford career as a Phlebotomist and Lab Assistant in the Hospital. After switching to the Tech world, she worked at the Stanford Blood Center for just over 3 years before joining CRC in 2007.

Karen Zack (Manager) has been at Stanford since 1989 and has almost 20 years of IT experience. She has been managing your CRC support team for about 5 years and is always interested in your feedback on how we're doing.