



## Newsletter & Meeting Information

### Meetings & Events:

**Topic:** **Furthering Your Career**  
**Date:** Thursday, March 17, 2011  
**Time:** 11:30 AM – 1:30 PM  
**Location:** Compass Group | 2300 Yorkmont Road | Charlotte, NC, 28217 ([Get Directions](#))  
**RSVP:** To RSVP for this event please [click here](#).

Our next HDI Charlotte meeting will be on Thursday, March 17<sup>th</sup> over lunch from 11:30 AM – 1:30 PM at Compass Group featuring Ted Ebner and Adam Little from Apex Systems. We encourage all helpdesk, technical support, vendor and customer service professionals to attend.

#### Topic: Furthering Your Career

Are you in the place you want to be in your career? What are you doing to plan for the next step in your career? Are you doing the right things, getting the right education and training, and meeting the right people to get you to the next level. This meeting will help you answer those questions. Ted Ebner and Adam Little are veterans in the IT Staffing industry and will discuss its past, present, and future. They will also review the current state of the market in Charlotte and review the qualities employers are looking for in potential hires, as well as what candidates are seeking in potential employers. Candidates who want to further their career will learn valuable tips about the interview process. You'll also gain information about job searches, where to find available jobs, and using job boards. Candidates will learn how to be more marketable with their resume, keeping up with current technologies, and networking. Hiring managers will gain insight into what is most important to candidates when searching for a job.

#### Presenter Bios:

##### Ted Ebner, Account Manager, Apex Systems

Ted Ebner has been in the Staffing Industry for over three years and had held both a role as a recruiter and as an Account Manager. Ted specializes in selling Apex in smaller environments outside the banking industry in Charlotte. Ted has worked with multiple clients around Charlotte and has helped in the hiring process for many clients.

##### Adam Little, Delivery Manager, Apex Systems

Adam Little has been with Apex for over five years and his current role is the Delivery Manager for Charlotte and acts as a mentor over numerous other offices. Adam has been a top performer in recruiting and sales before beginning his current role as Delivery Manager. As Delivery manager of Apex Systems, Adam's responsibilities include managing over all recruiters and helping with interview processes.

\*\*\*CHANCE TO WIN HDI MEMBERSHIP\*\*\*\*\*CHANCE TO WIN GIFTS\*\*\*\*\*

Not currently a member of HDI? Here is an opportunity for you to win a free HDI membership just by attending HDI Charlotte meetings and entering your name in the free membership raffle. Must be present to win, cannot already be a member. Meeting, Networking and Learning have never been so fun!! Don't miss this great opportunity!! Come join us and bring your guests to our next HDI meeting. See you there!!!!

**Did you know**  **is LinkedIn? Just click the logo to get linked in with us!**

New job information has been posted to the LinkedIn group. This site will be used to post job information provided by HDI members and partners.

### Chapter Officers

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### Upcoming Events Calendar

#### March 17, 2011

Chapter Meeting  
 Further Your Career  
 11:30 AM - 1:30 PM

#### March 29—April 1

HDI 2011 Conference & Expo  
 Las Vegas

#### May 19, 2011

Chapter Meeting

#### July 21, 2011

Chapter Meeting



## News & Announcements:



### Get in the Game!

Join a team of 1,600 IT service and technical support MVPs as they face off against today's most pressing service and support challenges. Only HDI's IT service and technical support conference, with its expansive resources, can bring you game-changing strategies for achieving service management excellence. [Benefits of attending.](#)

### Early Bird Savings

Receive \$200 off Conference and Executive packages if you register by January 28, 2011. [Learn More](#)

### Pre-Conference Training

Choose from 13 powerful workshops, 5 of which are FREE if you register by 12/10/2010. [Learn More](#)

### Executive Connections Package

A special networking package limited to 100 senior directors and executives. [Learn More](#)

### Eight Learning Tracks

Stretch your mind, your imagination, and your boundaries with this year's spectacular lineup. [Learn More](#)

### Draft Picks

HDI's IT service and support conference addresses the needs of the entire team, from seasoned directors to frontline analysts. [View Past Roster](#)

### Breakfast of Champions

Two expert panels discuss the myths, miracles, and mayhem perpetuated by industry innovators and imitators. [View Panels](#)

### Kick-off Reception

Education and entertainment come together. Connect with your peers while scouting leading-edge tools and service providers in the Expo Hall. [Learn More](#)

### HDI Hall of Fame

Celebrate the achievements of those who have most enhanced the image of the IT service and technical support industry. [Learn More](#)

## HDI Charlotte's AOY Winner

HDI Charlotte had five outstanding candidates for the 2010 Analyst Of The Year Award. This year's honors went to Ingrid Long from Compass Group, NAD. Ingrid has over 10 years of experience providing extraordinary customer service to both internal and external clients of Compass. She received her award on Thursday, January 20th at the HDI Charlotte chapter meeting at Maggiano's Restaurant. The four other HDI Charlotte candidates, Samuel Agent, Paul Gohl, Craig Januszewski, and David Olson, were recognized and awarded also.



Pictured: Cheryl Siddiq (Ingrid's Supervisor) & Ingrid Long



Pictured: Paul Gohl, Samuel Agent, Craig Januszewski, Ingrid Long, and David Olson.

## Chapter Sponsors

