

# W O M E N I N T E C H

## Q & A

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Knowledge Engineer

#### What does a 'day in the life' look like in your role?

My workday involves collaborating with my team to develop best practices, standards, and creative strategies to build solutions that will empower our customers to find resources quickly and easily so that we can resolve end-user problems. No two days are ever the same, so it's not easy to describe a typical day in my role, but what my role boils down to is understanding our customers' problems, finding innovative ways to capture and curate knowledge on how to solve those problems, building channels that facilitate the effective flow of knowledge and make it available to those that need it, establishing governance, and reviewing dashboard metrics to interpret what we are seeing and how we need to react.

#### What are the ways that CompuCom empowers you as a woman in tech?

As if it wasn't empowering enough being led by a female boss lady, yay, our company encourages us, as women, to celebrate each other's strengths and accomplishments with efforts such as Women's Month and recognition programs. CompuCom also finds ways to amplify women's voices by inviting inspirational women speakers like Dr. Joy DeGruy. Thankfully, I've been blessed to be a part of a company that fosters inclusion and diversity with affinity groups such as Women in Technology.

#### How can women make sure their voices are heard?

Women have great ideas, so speak up, with confidence and intention! Embrace the power



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# WOMEN IN TECH



that is already within you by first believing in yourself. Adopt a bold attitude of determination to be heard, to be expressive. Sometimes it just takes getting involved, whether it's taking on a new project or joining an affinity group.

## **What top skills do you believe are needed to thrive in a career in technology?**

Problem-solving is an essential skill in our technology world to be able to eliminate barriers to provide innovative solutions to solve customer problems. Especially in the knowledge management space that I live in, new challenges are presented daily, whether that be transitioning a new customer onto our knowledge platform or implementing new applications in the customer's environment, problem-solving is a valuable asset.

## **What advice would you give to young professionals starting in tech?**

Entering the technology workplace as a young professional can be intimidating. My advice is to:

1. Always invest in yourself by continuing to grow your skills
2. Focus on always delivering value to customers and your team
3. Find the best mentor that you can model and achieve your goals as a technology professional

## **What is one trait you need to be a great leader?**

Resilience. Setbacks and changes happen. Sometimes too often. However, a great leader can overcome, adapt, and take on the responsibility of helping and inspiring others to do the same.

## **What role does education play in promoting technology as a great career for women to pursue?**

Education plays a major role in promoting technology careers for women and is influential in women developing the marketable skills and knowledge applicable to this field. What's important about the education process is ensuring that our young women are exposed to sciences and math. Integrating science, technology, engineering, and math programs within students' learning environment from an early age can spark interest in how young women see themselves in this field.

Women are still outnumbered by men in technology, so it is vital to educate young women about other women that are successful in technology careers, celebrate women role models, and create practical STEM experiences in the classroom.

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