

# WOMEN IN TECH

---

## Q&A

### Reba Pascoe

IT Systems Senior Manager

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

Working with and guiding my team members to solve customer issues, implementations of small projects, daily tickets, etc. whether they are large or small. Working with your teams and having the ability to guide them from the beginning of the effort to the end is the key to being a success at any role you are in.

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

Approachability. If leaders are not approachable, issues will not be resolved. I have an open-door policy. My teams know they can ask me anything, and I will assist them in resolving the issue or provide a path for the resolution.

**What is your specific job?**

Senior Operations Manager for EPM. This entails balancing many different customers at one time with many different teams. You need to have the full pulse of the customers you have, to stay on top of their needs and requests, and be able to make recommendations that will take them into the future.

**What sparked your interest in choosing technology as a career?**

I was working at a local department store in Rochester, NY where I purchased a new computer for my family. One of the only things you could do with the computer was to play solitaire. I thought to myself there has to be more you can do with a computer than play cards. I started buying books



FIND YOUR NICHE AND GO FOR IT.  
THAT IS WHAT HAPPENED TO ME.  
THINGS JUST CLICKED, AND I HAVE  
NEVER LOOKED BACK. I LOVE WHAT  
I DO AND LOVE LEARNING ABOUT  
EVER-CHANGING TECHNOLOGY.



# WOMEN IN TECH



and spent countless hours reading and things clicked. I was hooked and was even building machines in my basement to play with. My interest sparked a desire to learn more about technology and how I could be a part of it.

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

Find your niche and go for it. That is what happened to me. Things just clicked, and I have never looked back. I love what I do and love learning about ever-changing technology.

## **Do you feel the shift to remote work has been more difficult for women?**

Personally no. Working from home now actually gives you the commute time back to handle things at home with family, pets, etc. I have spoken to many women about this and they are glad to be working from home. For me, working from home is great. I actually get more accomplished.

## **What is the best question you've asked a mentor?**

I had a mentor when I worked at Eastman Kodak. He was so smart, and I thought he knew everything. He taught me so much, and I learned a great deal from him. Not too long ago I asked him, "When will I ever be as smart as you?" He replied, "You are already there and have surpassed me, my dear."

## **What's your biggest success or greatest learning opportunity?**

Funny story to this one. I had my first interview with CompuCom at the Louisville office with three interviewers. Upon leaving the interview, I got in my car and thought there was no way I would be offered the job. I went home and signed up for a Microsoft Server Boot Camp (MCSE). I paid for the course and no sooner got off the phone when CompuCom called and offered me the job. I told them I had already signed up for this class. They said they would wait until the class was over and have me start as soon as I returned. I went to the classes which were from 8 AM to 8 PM every day. Between courses, you had to take the exams. I failed one exam, and was told that I should continue studying and take the exam again in a month. On the very last day of the course, we had the final exam. I told them I was also going to take the exam I had failed again. They stated no one ever takes two Microsoft exams in one day. I said I would be their first. I took both of the exams in the 4 hours and to my surprise, passed both. I came home with my full MCSE certification.

I THOUGHT TO MYSELF  
THERE HAS TO BE MORE  
YOU CAN DO WITH A  
COMPUTER THAN PLAY  
CARDS. I STARTED  
BUYING BOOKS AND  
SPENT COUNTLESS  
HOURS READING. . . .  
I WAS HOOKED AND  
WAS EVEN BUILDING  
MACHINES IN MY  
BASEMENT TO PLAY  
WITH. MY INTEREST  
SPARKED A DESIRE TO  
LEARN MORE ABOUT  
TECHNOLOGY AND HOW I  
COULD BE A PART OF IT.