Career Path Success Stories – Student to Staff

Mike Noble, Customer Support Center Coordinator, Office of Information Technology

When did you first join the University?
I first joined Pacific in 1999 as a student

What was your first position and in which department?
My first position was Technical Support Specialist 1 in OIT.

What is the history of your movement to different positions on campus?
I started as a TSS1 after my student career. After 3 years I was promoted to the TSS2 position. Two years later I became the CSC Coordinator.

What steps did you take, if any, or how did you prepare for your current position?
The decision to move to my current position was difficult, as I was interested in two very different positions. After researching both positions, I felt that I would be more beneficial to the department and get more enjoyment from the CSC Coordinator position. I used my free time to develop skills that I felt would improve my ability to perform the job.

If you were going to give a single tip to other staff for Career Paths at Pacific, what would it be?
Never be dissuaded by a job description. If you are interested in and feel you can fill a role at Pacific, apply for it.

Any new goals you’d like to share?
As I enjoy bringing new and innovative services to Pacific, my long term goal is to be the Director of ETS.

Do you want to share any additional thoughts?
Practically any position you can think of is available at Pacific. Decide where you want to be in five years and work towards making it happen.
Rebeca Stovall, Customer Support Center Manager, Office of Information Technology

When did you first join the University?
I first came to the university in 1998 in the undergraduate program as a freshman.

What was your first position and in which department?
I was hired as a student employee in 1998 and worked in the Library’s Information Commons (IC) as an IC Assistant.

What is the history of your movement to different positions on campus?
1998 – 2002 – Student Employee - IC Assistant, IC Student Supervisor, Residential Technical Assistant all in the Library.

What steps did you take, if any, or how did you prepare for your current position?
Early on, I found that I really felt comfortable and enjoyed managing people, helping with customers and working in education and technology. After identifying these key items, it was a matter of applying myself. I’ve mentored with supervisors, taken numerous seminars/webinars and read books. I’ve placed myself in the line of action for new projects and joined committees or groups that touched these areas.

If you were going to give a single tip to other staff for Career Paths at Pacific, what would it be?
Seek out opportunities to volunteer, serve on advisory boards, and to help out other departments or teams where you can build a reputation as someone who is passionate and dedicated to your particular specialty or the university as a whole.

Any new goals you’d like to share?
I’ve been a student at Pacific and I’ve been staff. Recently, I’ve been thinking that I’d like to see how I can help or work with faculty. I don’t know if I will ever actually be a faculty member myself, but I endeavor to work closely with them to help them be successful. By domino effect I could then improve the student experience. This would be a very rewarding.

Do you want to share any additional thoughts?
There are so many opportunities within the university. I truly feel there is something out there to benefit anyone’s career. I’m excited to see this career site develop as a resource for staff and faculty across the campuses!
**Wendy Cornwall**, Administrative Assistant II, Intercollegiate Athletics

**When did you first join the University?**
I first came to Pacific in August 1984 as a student. I first began working as a staff member in 1988.

**What was your first position and in which department?**
Secretary I in the Academic Skills Center (now the Educational Resource Center).

**What is the history of your movement to different positions on campus?**
I worked in the Academic Skills Center then I moved to Intercollegiate Athletics.

**What steps did you take, if any, or how did you prepare for your current position?**
I attended some meetings when my supervisor couldn’t attend them and met the Assistant Director of Athletics. I worked with student-athletes at the Academic Skills Center. I ended up tutoring one in math, that led to me helping out in Athletic Study Hall and that led to the Assistant Director of Athletics asking me to apply for a position in athletics when it opened up.

**If you were going to give a single tip to other staff for Career Paths at Pacific, what would it be?**
Get to know people in all areas of campus.