[00:00:06]

[MUSIC] You are listening to tell me a story where we connect to HLS staff on a personal level. [MUSIC] Hello everyone. This is Edgar Kley Filho from HLS Human Resources department. My pronouns are he, him, his. Today we're talking to Edeline Prevost from ITS who you tell us about her life, how long she is in disposition at HLS, and the work she does. Thank you for joining us Lynn, and please tell me your story.

[00:00:45]

Good morning, Edgar. I'd like to thank you so much for having me here today.

[00:00:49]

It's my pleasure.

[00:00:50]

Thank you. Where would you like me to start?

[00:00:54]

Tell me where you're from, if you are from the Massachusetts area or from somewhere else.

[00:01:00]

Sure.

[00:01:01]

Whatever you can tell, and a little bit from your background, your family, if you can.

[00:01:06]

Absolutely. I was born in London. My parents are from a small Island in the Caribbean called Dominica.

[00:01:13]

Really?

[00:01:14]

Migrated to the UK and they actually were introduced to each other by a mutual friend and they got married, and I was born there. We move to Boston when I was six years old.

[00:01:28]

Six years old?

[00:01:29]

Six years old, because my mom's brothers, she has two brothers and one sister all lived in Boston. The promise that she told my dad was we'll go for a year and try it out, and if we don't like it, we'll move back to London. When I was 18 and graduating from high school, my dad said, I guess we're not going back. [LAUGHTER]

[00:01:52]

I think you're staying, now yes, she went to college. What can we do? 18 years to figure out. Do you think that was a joke, really was a reaction like she's leaving the house. You know this kind of opinion?

[00:02:11]

Yeah, I know what you mean.

[00:02:12]

Because for him to comes to realize after 18 years, oh, I guess she's going to school we cannot go back to London. That's so funny.

[00:02:20]

No, but ironically, he kept his home in the UK and he continued to pay the [LAUGHTER] mortgage, he was paying the upkeep and he had his brother stay there pretty much mortgage or rent-free, because he's like I'm coming back.

[00:02:37]

Then if he finally thank God, after 18 years and say, hello brother, no yeah, just leave the house. You are going to finish more or less?

[00:02:48]

Exactly.

[00:02:49]

I need to know a little bit more. Your parents are from Dominica?

[00:02:54]

Yes.

[00:02:55]

Caribbean place?

[00:02:55]

Yeah. Not the republic because it's from San Juan. It's about 40 minutes, little tiny plane ride over to the Island, 70,000 people on the Island.

[00:03:07]

Seventy-thousand?

[00:03:08]

Yeah. It's known as nature as Island. A lot of people go there for hiking and nature, and it's a beautiful place.

[00:03:14]

Did you go back there, have you visit?

[00:03:17]

Well, my dad retired there, so I went to visit him every six months. It was beautiful.

[00:03:24]

It is really nature's Island?

[00:03:25]

Yeah, its beautiful.

[00:03:26]

It's a beautiful place?

[00:03:27]

Beautiful.

[00:03:28]

Ever affected by the hurricane season?

[00:03:30]

Unfortunately, Hurricane Maria went over the island that was five or six years ago now Edgar, and it was catastrophic. Because normally it's very mountainous and even though they've had storms, these storms would go around because of the mountainous region. For some reason this one did not.

[00:03:53]

Went through?

[00:03:53]

Yeah. But a lot of people are safe. The place where my mom's from, I remember as a child going there and I remember the sea being pretty far down. But when my dad brought me back there in 2010 or so, I remember the seawall being only a couple of feet from the village, like very close. Erosion and that little town Pointe Michel is what it was called, lost a lot of people, because the sieges just came up all over the seawall. Just was very catastrophic, but they had a lot of aid from different countries come from Denmark, from Sweden.

[00:04:38]

Nice.

[00:04:39]

Lot of people. [OVERLAPPING]

[00:04:41]

[inaudible 00:04:41] and your dad still living there?

[00:04:43]

He passed away.

[00:04:44]

I'm so sorry Lynn.

[00:04:46]

Yeah, he passed away, but he came back here, or the hurricane. He wasn't there for the hurricane. We had brought him back for treatments here and then we lost him in 2013.

[00:04:58]

I'm so sorry.

[00:04:59]

But I was so happy he was here with us.

[00:05:02]

Yeah, you had time to spend with him for a while, right?

[00:05:06]

Yeah.

[00:05:07]

When your parents or your parents were from Dominica moved to London or to England.

[00:05:13]

Yeah, England.

[00:05:14]

England. You were born there?

[00:05:18]

I was born there.

[00:05:19]

You have also visited not just as tourist, but with intention to know your roots?

[00:05:25]

I have my closest cousins are still there.

[00:05:28]

Are still there?

[00:05:29]

Yeah. Pre pandemic, I would go back every two or three years to visit with them. It's a gateway because you can go to Portugal, you can go there.

[00:05:38]

Everywhere.

[00:05:39]

Everywhere.

[00:05:39]

It's a fantastic, I don't know England is a place. I don't know why I have resisted a little bit to go to England. But I have known a few countries around it, but I want to go there. We had a plan of course. The full plan to know England and go here, I like to organize and check places and before I get there, Brian and I and then pandemic hit, so I have to cancel. So we're going to start by Ireland again for one or two days and spend the rest of the time there traveling around. But we still plan to go back and get to know. Your parents come you were six years old?

[00:06:21]

Sixth to birth. Yes.

[00:06:22]

So your whole childhood was here going to school and everything?

[00:06:25]

Right.

[00:06:26]

How was going to school? Do you remember having an accent when you came?

[00:06:31]

Yeah. They didn't know what I was saying, Edgar, and I would cry because I would save things and I would say some, I'd like some chocolate. The Americans cousins would be like, we don't know what she's saying.

[00:06:44]

Do you think that's true or it was just to pick on you?

[00:06:46]

No, they really didn't. Because they would go to my mother and say, what did she say? We don't know.

[00:06:54]

Probably it was a difficult time anytime for a child?

[00:06:58]

Yeah. And when I was back in London, it was house, my dad had was pretty big house, so he moved his brother and his brother's wife, my auntie, she's still alive, 94.

[00:07:14]

Ninety-four, nice.

[00:07:15]

And so they had three boys and then I was the girl and the house was big enough that we could split it, and so they were just like my brothers.

[00:07:26]

Oh, nice.

[00:07:27]

I would get in trouble with them [LAUGHTER] and they knew what I was saying, so then I came to America with these new cousins and I missed my brothers that were very protective.

[00:07:40]

I relate to that. I remember living in Brazil and going from one place to another. I was mentioned before with someone else, like going through school, because my dad worked in construction. Six month in one place, six months in another place. When I was starting to get normal with the friends in one school, in one town I have to go in and start over and another one. There was always that shock and I don't know how much that contributed for me to be introvert in a way or is just the process, but I think I can relate to that. After the first year is going to the first years studying in US, how was high school was easier in a way? You had a better connection, you are more used to America?

[00:08:28]

It was interesting. It was an all girls private Catholic high school.

[00:08:33]

Here in Boston?

[00:08:34]

It was in Boston. Was Lower Mills in Dorchester and it was St. Gregory's high school. Very small. I think each class for the four grades might have had about 30 girls, each very small.

[00:08:49]

Nice.

[00:08:50]

But it wasn't a predominantly white Catholic neighborhood. We had a very small minority group of girls, very small, we could fit at one table and it was very segregated.

[00:09:13]

Did you feel that? Oh yeah. They they didn't want us there.

[00:09:16]

Really.

[00:09:17]

They didn't want us there.

[00:09:18]

That's awful. We were talking in high school.

[00:09:22]

In high school. Yeah.

[00:09:25]

Wow.

[00:09:25]

It was very private, very predominant. My parents wanted me to go to a good school and it was a good school. It was a very good school.

[00:09:38]

No action from an administration to notice that or something that to happen.

[00:09:43]

They did. They were nuns. They tried. I don't think anybody ever got expelled or they were just a few troublemakers. But I don't look at it as a bad thing. I look at it as an educating thing because I learned a lot. I learned about music that I probably wouldn't have never heard about it. Some of the girls were okay and I was able to talk to them and it helped me to learn how to understand that not everybody has the same background. I could bring anybody home.

[00:10:25]

There's no difference.

[00:10:27]

There's no difference. If they would say if that's your friend, you bring them. I list what I learned at home and I thought, well, they're just not learning that at home from their parents or from their family that, a good person is a good person. It helped me to understand the world before getting into the real-world and I understand that it's unfortunate that they were almost pigeonholed into some of their thinking because of their backgrounds. It didn't make me better.

[00:11:08]

Sometime you feel bad for them. Because it's a very closed mind.

[00:11:13]

Exactly.

[00:11:15]

Sometimes I feel like when you are caught up in that superiority that you think you have. Because it's also so temporal, it's not going to last forever. Then you're going to realize one way or the other, even if you try to put yourself in that same situation or believing that you are, life is going to teach moments that deep inside, I can't believe someone can just.

[00:11:44]

So young. Because they were all teenagers, 15, 16. But it was many years later on Facebook, one of the girls from that school reached out to me on Facebook and she's like I looked for you because I always remembered you taught me about music that I would never know about. She said, every time I hear this song, I think about how you opened up my eyes to different music and that meant a lot.

[00:12:12]

Did music help as well?

[00:12:14]

It did.

[00:12:14]

Was I escape. I don't think we should put that in an experience that you are having because clearly, you like music prior to that, was part of your life

[00:12:25]

Just sharing it.

[00:12:27]

Your parents enjoyed music as well, was a family that music was big part of.

[00:12:31]

All types of music.

[00:12:33]

That's my question. All kinds of music or there were some musics that would connect more with the family and it would be the reason for by other.

[00:12:47]

No, we were just like anything. I could bring anything.

[00:12:50]

You did the favorite British music at that time?

[00:12:55]

Nothing like that.

[00:12:56]

Is lovely as well.

[00:12:57]

They like Caribbean, they like Latin, they like salsa. They like Calypso.

[00:13:02]

That is very eclectic, and very good. Everything was played in the house all the way to Prince and Michael Jackson, Erol Smith.

[00:13:13]

Everything you could add. One thing that it was just somewhere else as well and I talked to Brian, the influence of other countries in Brazil music. I don't see here at all, and I can see how close the market is for music here. In Brazil, we learned in the seveties, from a younger, I was I would be on my six, seven years old and I remember how much the Italian or French or Spanish music. I didn't even have an idea about, oh don't leave in South America, I did not have the notion of South and Central America was Brazil. In Portuguese. But the Spanish for me at that time was the Spanish from the Spain. But know that, of course, European music coming to Brazil. The influence of Italian music, the French music, of course, the British music coming to Brazil was really strong. Sometimes I talk to Brian about this singer or when you hear someone that past old singer and I know some of the songs together why? Because we had them, you were always around than here look like an ever made.

[00:14:39]

But it exposes you to so much. It just world music, I call it.

[00:14:47]

I love it.

[00:14:48]

The Caribbean, had their own style. They developed in many different ways, the Cuban music.

[00:14:55]

Infusion of Afro-Cuban.

[00:14:57]

Yes.

[00:14:58]

That's beautiful.

[00:14:59]

That's what happened in Brazil as well. Axe music. That's the north east part of Brazil where the biggest concentration of Afro-Brazilians are. We say that Brazil has the biggest African population outside Africa.

[00:15:15]

It does.

[00:15:16]

Not for a good history.

[00:15:18]

No.

[00:15:18]

But at least culturally was so beautiful and so intense. You have the Axe music that recording artists from the Afro-Brazilian culture side and is so strong and vibrant, which effect of religion as well, make the whole change, the colorful way that they worship their deities and it is incredible, so that you see the presence of the African influence that's intense. The same happened in the Caribbeans. Of course, because the same reason.

[00:15:52]

Yes, exactly.

[00:15:54]

Slave trade that happened and how many stayed in those items because could not make to US.

[00:16:00]

I know.

[00:16:01]

It is amazing. But culturally we can see much more and how rich it is.

[00:16:07]

It's so beautiful at diversity to be able to expose so much beyond the bubble that we sometimes put ourselves in.

[00:16:16]

It is a phenomenal. You finished high school, that didn't seem to be the most amazing experience, but you made it be good and then you go to college?

[00:16:27]

I did. I went to BU.

[00:16:29]

BU.

[00:16:29]

Yeah.

[00:16:30]

How was it?

[00:16:30]

BU was the opposite because I came from a school where I literally had 40 girls in a class to an auditorium at BU that had 400 people in a class and I felt like a little fish in a big pond. But I found friends that I still have today, 20 years later, 30 years later and it was a great experience.

[00:16:56]

Was good.

[00:16:57]

It was good?

[00:16:58]

You learned a lot.

[00:17:00]

I learned a lot.

[00:17:01]

What's something when you went to BU, you were aiming in a direction of a professional area or not?

[00:17:07]

I want it to be a doctor.

[00:17:08]

You want to be a doctor.

[00:17:09]

I wanted to be a doctor and my mother said, you've never been in a hospital. [LAUGHTER]

[00:17:15]

Thank you, ma'am. Very good and support, you gave us there. You broke my dreams to be a doctor.

[00:17:22]

well, she pushed me because one of my good friends I met there Gloria, she was working at Mass General at the time. This is our freshman year and I said, I'm studying biology, but my mom's said I've never been in a hospital. She's like, I can't get you a job there and I said, okay, what would I do? She said, I applied and at 19, I was a transcriptionist also on one of the floor. They had a building called Phillips house II which Edgar, this was a bad thing for me from never working in hospital to working in an hospital because this was all private rooms. It was for very wealthy people. In my mind, I was like, oh, this is the hospital where I said Mr. Johnson is asking for a back rub. [LAUGHTER]

[00:18:14]

It was totally the wrong turn. But it had 16 rooms and some of them had their private nurses and they were offered silverware. Again, here I am in this hot, I'm like, this is the hospital. But one night they said to me, we need someone on one of the upper floors, someone called in sick. Do you want to do a double? I said I would love to. Well, this was the opposite. There's a ward with six patients [LAUGHTER] in each room and 10 different residents. I kept calling the wrong resident because I was like on my floor we have one doctor and he sits there with all the patients and we're getting a back room with everybody else. It was a total opposite of that hole and I felt like this is a real hospital. This is what it's like. Then I started and I continued to work there because I graduated and I worked in a lab and I continued to go. I was like, should I continue on? But then a lot of the residents I met at that time, they were about my age and there weren't that many guidelines or regulations about how the hospital treated them. Some of them would work 24, or 36 hours. They'd be yelled at in the morning by the private doctor about you didn't take care of my patient. I got to talking to them and I remember one of the doctors was like, I should have became an accountant like my sister. I was in limbo. I worked in a lab for seven years of medical lab and hit a threshold but tests that it was a lab. It was very specific on testing. Some of our tests would take 36 hours. Then one day we started getting these analyzers and technologically, the test went from 36 hours to half-hour. I was just like, this is incredible. I was like, I want to be on that in the technology and then I got a postcard from Wentworth and I went down to Wentworth they had an open house. I walked in and there were two black girls at a desk and they were like, what are you here for? I'm here for the open house and I said, what do you guys study? They said electrical engineering. As I was like I can't do that and they're like, yes you can. Sign me up. [LAUGHTER]

[00:20:45]

Yes, you can.

[00:20:47]

I signed up and I loved it. At the time, I was doing really well. I got my name posted on the Dean's List and all these people were congratulating me. I didn't know what do they know about me, how do they know, but they posted it and one gentleman said, what are you studying? I said electrical engineering. This was at the time he said I know three guys that graduated with electrical engineering degrees and you know what they're doing now. I said what? He said they're all driving cabs. I was horrified. I said I don't need another wasted degree.

[00:21:26]

Interestingly, you'll always find good supporters. [LAUGHTER]

[00:21:30]

Angels I called them. [LAUGHTER]

[00:21:32]

Firstly, Mom, thank you for that :you have never been in a hospital, why are you going to be a doctor?” Then when you're talking to someone else, I have three people that I know that did that course and they are all driving cabs, nothing against the drivers but just get ready.

[00:21:48]

Get ready. Then I said, what do I do? He said sign up for computer science and I said what is that? He's said just sign up. I wish I knew who he was today because I just want to thank him.

[00:21:59]

He was right.

[00:22:00]

He was right.

[00:22:00]

This was a good angel there.

[00:22:02]

Yes. He was.

[00:22:03]

Did you go back to the girls in front desk and say you signed me up for the wrong course?

[00:22:08]

No, I'm sure they did find, but they were just introducing the program at Wentworth at the time. It was almost like a pilot, but they gave us everything. It was programming, it was UI design, it was assembly language, it was everything. Everything I said I was like, I want to be a developer.

[00:22:32]

Computer science was you found something that you liked to do something that you connected with and you feel like that's my thing.

[00:22:42]

I saw it like I loved it. I absolutely loved it.

[00:22:46]

When you started learning did the softwares were developed enough, do you know, to the programming part were already settled in a way or it was too hard to create them?

[00:23:01]

You'd have to create everything we'd have to write the code. At the time, one of our major projects was almost like developing a DoorDash. You would be, you're going to have these six restaurants. You need to create the backend, you need to create calculations. You need to include the front end, you need to include pictures. That was our final project from the backend all the way to the front end. It was so cool. I think I had a smaller project where I had a wine delivery. This was back then. I was like, so if you buy a case of wine, you get 10% off. I remember some of the guys were like, that's a good deal. [LAUGHTER] I'm like it's only a pro, it's not real.

[00:23:45]

Lynn, I hear you saying this and all excited about the whole program developing. I took computer sign in Brazil for two years. I had one year left before I graduated when I came to US. I took a leave in a way. Lynn, I hated it.

[00:24:05]

I know.

[00:24:06]

Those things about I don't know sometimes to write one code was three pages for you to finish the command or something.

[00:24:14]

It wasn't easy.

[00:24:16]

You really have to like it.

[00:24:18]

Because for the longest I didn't even have a computer at home because I knew I liked it so much. I was afraid. I would work in the computer lab because they kept shutting the lights off at me at midnight. [LAUGHTER] I finally was like I got to buy a computer, but then I'd be at home and then I would be doing things till two in the morning because I liked it.

[00:24:39]

Because you really enjoyed it. That's what you find. You found your path there which is amazing. That's what you still doing until now? It's something that we'd graduated in college and then you kept pursuing.

[00:24:53]

Well, then I went to Brandeis for a master's in computer science and computer science project management.

[00:25:03]

That makes sense.

[00:25:03]

A little bit about project management and then I came to Harvard as a business analyst.

[00:25:11]

When did you start at Harvard? I started in 2006.

[00:25:14]

2006.

[00:25:16]

At the time, there's a grant management office research. They develop their own all the federal grants to do research on all different topics here and you have to submit it to the grants.gov, they call it. A lot of it was all done on paper and shipped by FedEx to ask for funding grants to continue. The government at that time, in 2006, 2007 said we're only going to accept things electronically. At the time there was no off-the-shelf product you could buy for the school to use, so they built it in-house from scratch and so I was part of that team that helped build this called GMAS grants management, I don't what the AS stands for anymore. We built that out so that as School of Public Health, FAS, the medical school could go and query the grants.gov database, figure out what research was available, figure out how to apply and submit electronically. I did that for six years before coming here.

[00:26:34]

Six years before coming here.

[00:26:35]

Yeah.

[00:26:35]

Did that help here? Did whatever you learned in that environment, help you deal with your work here though?

[00:26:42]

Yeah. Absolutely. It gave me a good foundation.

[00:26:46]

How much change since we started until now? You had one specific job when you just started here and you evolved to do what you are doing now, you are more into management than you used to be in term of a computer science, so how that works?

[00:27:05]

I still like to double. I still love to help the team, like how can I help you? Let's talk through this, let's figure out, is there something wrong with the sequel or how can I help you from a configuration standpoint? I think if that would have been taken away, that would be hard for me because I still like.

[00:27:23]

You're still involved in the process and try

[00:27:24]

Yeah, I still.

[00:27:27]

You have a good eye for that, you think?

[00:27:28]

I hope so.

[00:27:28]

In terms of, when you are working together in a department or whatever the department is, it's not saying that someone is smarter, more special than the other one but a different eye, I don't know a different view that helps a lot. You wouldn't be someone that could check into a system that's look like it's not going properly and then say, maybe you should try this, is something that you can?

[00:27:56]

I think anytime you collaborate with anyone, you both brainstorm and you see, "Do you see what I see? Now let's take a look at that, do you think this is it? It's just I try to do things by myself sometimes and sometimes you get too deep and you miss the picture and sometimes having a second person or even a third person say, this is a bug, let's figure out what caused it, and let's figure out how to fix it. We can fix it maybe three different ways, the lowest impact to the highest impact. Like what do we want here and who does it, who is it impacting? Is it a small group is. Just talking through all of those scenarios, I think is it's just part of teamwork and collaboration.

[00:28:45]

How it works. One example of this that I'm really impressed, this project that we have now implementing this software for Accessibility, and you have a big group of folks working together from ITS, from Accessibility, from the company that sells products and it's preparing the whole software to be delivered, it's fantastic in the way that Lilit for example, is organizing everything and everyone has, how would you call that? We say that the stories but would be a function or a job that you're doing inside of those stories, task, because yes, that's the best word you do. It is interesting when she starts to say any updates on days in the how many parts are involved for something that's some time to think, Oh you need a software for it and it just comment. For people listening or people who never went through this, this is a fantastic experience to see how you will work together to implement that, how the communication from the external vendor, have to connect to the ITS at HLS to understand Harvard’s demands and policies and security demands that they have for this software to work here. Then at same time, we meet everyday for 15 minutes, then sometimes other times for an hour and a half if necessarily to go over other things. It's cool to see all this going together and it's getting to a point where we are going to start testing in. That's the part that I think people don't have a chance to participate in the experience.

[00:30:41]

Because you just see the end product, but you don't see all under the hood. That's the most exciting part to me, like we're doing all of these pieces and at the end you're going to have something so wonderful. It's just with all the other projects that I get a chance to work with gear at the law school is that's what makes me happy and ultimately it's for the benefit of our students. Faculty yes, but our students who are going to go out and change them out.

[00:31:07]

The goal is always to help and support them.

[00:31:10]

Exactly.

[00:31:11]

How many folks you work with?

[00:31:13]

On our team of 13.

[00:31:15]

Thirteen,

[00:31:16]

Thirteen yes.

[00:31:17]

As a group. ITS is a huge team.

[00:31:20]

Fifty five altogether.

[00:31:21]

Fifty five altogether. Then every group had a specific errors that are going to attack. Then you also have, how do you call this students that comes to help in the help desk?

[00:31:33]

The co-ops.

[00:31:34]

The co-ops

[00:31:34]

Or the interns into co-ops.

[00:31:36]

Interns that come in and stay here for a period of time, learning as well. Which is very interesting when I go there with something, all those young kids there, [LAUGHTER] what I think is really cool when you bring something that one of them answered and come to talk to me. But then I need help with this because I don't know how it works, suddenly the others that are available there, if they're not doing something, they really come and start watching what the other one is doing. Because that's the way to learn something new, which is really interesting as well.

[00:32:10]

I think the whole down here it's all about learning, it's all about collaboration.

[00:32:16]

I feel like the good is a good vibe for our students as well, to have this young kids around the same age in a way that gives them a good environment for them to feel like okay, do you know why I'm not going to someone's department, sometimes differently, the age gap is there, but also the connection that they don't necessarily know if they know.

[00:32:39]

They speak in the same of ours.

[00:32:41]

Yeah. A little bit more formal. Let's talk about your visit to DOS, when I was in DOS [MUSIC].We had the chance to talk

[00:32:54]

We have to tell this story Lynn, I promise that I will clear this up and it's not. What I have to say is my view, then you fix this for me later, I remember sitting out front desk of DOS on the third floor that VCC we had at the time, I didn't know, I haven't been there for a while. But you had the best chocolate bowl in the entire community. Was huge and we were so proud and always the best candies. We knew certain administration that would stop by some times and they also liked John Manning loves fireballs, actually found out that John Manning fireballs, he loved those, I knew other folks as well anyways. Once in a while, you would come to introduce a new member of ITS.

[00:33:48]

It was part of the tour?

[00:33:49]

Yeah, part of the tour. I just noted that sometimes it's that person, you should bring someone from ITS really, this person is someone who come here [LAUGHTER]. You need to see this, [LAUGHTER] to use any excuse to get candy at the DOS at a time or not.

[00:34:08]

I used to be happy to see you. [LAUGHTER]

[00:34:12]

Thank you Lynn.

[00:34:13]

I was always happy to see you there and I would see you eyeing me and you said I wasn't making eye contact when I spoke with you because my eyes are on the bowl. [LAUGHTER]

[00:34:24]

Was interesting because you would go there because of me, because of introducing someone, I was talking to the person for an hour almost and Lynn was not even looking at my face, was just looking at the bowl saying, what do you have new here? You don't have that, the half KitKat anymore, you should order and even make sense [LAUGHTER]. Yeah, it was interesting, I always felt like we should clear that up, I think on the podcast would be the best way to do it.

[00:34:56]

I appreciate that. But nobody was ever from the streets per say. [LAUGHTER]

[00:35:03]

Right away.

[00:35:03]

No, that I know of.

[00:35:05]

You introduce yourself first. Yeah.

[00:35:08]

Nobody I never pull, but I used to like sometimes if I had a few minutes, I would sit in the couches there, the other students were there and I could see, they were taking a break and I was taking a break. I want to just chit chat, I was just so nice.

[00:35:25]

I loved the time, I think, changed everything when Diane went to work with finance there.

[00:35:33]

Yeah.

[00:35:33]

Brilliant idea what she did because she was finally able to help the students to have more time for themselves instead of spend too much time going around finance and figure out what paperwork and that thing. With the change to every organization and journals having their own bank account, and working that out on their own and just let them do whatever they were doing, the paperwork, then they would work with Diane to show we had this much money, we bought this much here, the receipts to do the accounting part of that one. It was much more efficient way that she developed that. But for us at the front desk, that took all the students away because mostly the main reason that they were there, spent so much time, there is almost 100 organization and 16 journals, they had to create all their events and then they have to buy food and they have to do everything for that event and they need the cards that you had at the front desk. There were two p-cards for two people at the front desk and we were the one that did all the paper works for them at that time. They would come ask for the card, make the cost pay whatever they were ordering and sit down there and sometimes wait and children are sometimes nothing was done right away, they had to wait for the people to be available or to give a response from whatever they had and sometimes waiting also in other students to discuss what you're going to do. The front desk was so vibrant, that was the moment that we would, you know, exchanging conversation and see how their glasses were and other people would come.

[00:37:24]

Sitting a little.

[00:37:25]

We had to, I don't know from desk rooms, seating area there that they could sit.

[00:37:32]

Sometimes I'd go there and there's no seats.

[00:37:34]

Yeah.

[00:37:34]

I guess I just have to take good care of the [inaudible 00:37:36]. [LAUGHTER]

[00:37:38]

Just the candy.

[00:37:41]

No place to sit.

[00:37:42]

Yeah. It's like I wanted to sit down and talk to you, but no way, so let me grab just a few chocolates and go behind everything else. How is your being here, your relationship with the community in general is restricted to just administration folks that you work with directly or you have a chance to connect with faculty, students in general, or not. How much?

[00:38:11]

There is definitely interaction with the other column business owners and that we collaborate on different projects with. Once in a while for certain projects, right now we are replacing time matters and with a new product called legal server and I know that some students have come into test, but unfortunately haven't met them, but other parts of our team have met some students that have been volunteering to test.

[00:38:46]

It is interesting because you see how big ITS is and that there are specific groups or areas where they are complete devoted for his students, some that are marked with staff and faculty because of their issues and whatever their needs are. Then other areas that not necessarily need to be in connection with, is just really to make the place run and take care of the products and everything is free. Very interesting because sometimes when you think about a department and you think, they do all this in a general way. But it's nice to know that there are specific groups for different targets that they have to take care of. You mentioned music. Is music still part of your life that you enjoy?

[00:39:41]

I still love music, all types of music, I love exploring it, it's just beautiful, I have no musical talent.

[00:39:52]

Me neither, I cannot sing and I cannot play any thing.

[00:39:55]

Actually, people asked me not to sing.

[00:39:58]

I could sing, I think you should be more related to talk more about it. I think this is discrimination that way because you might be able to produce some art there, we just need to find the exact audience.

[00:40:14]

I do want to take singing lessons. I feel like one day someone might be able to help me to get there because I'd like to be able to carry at least one tune.

[00:40:24]

You really think about it?

[00:40:25]

I do.

[00:40:26]

Because I had that thought too. I'm saying because it's not that of course I always loved Whitney Houston and everything that she did. Not that I want you to go in front of people and that satisfaction to know that I have because I know that I'm not in tune when I sing along with Whitney Houston, on the radio or, here is myself aging in the radio, instead it's streaming service. It doesn't match, it is frustrating to say that but, I haven't thought about that and I know that they have a choir, I never went.

[00:41:04]

I wouldn't do that.

[00:41:05]

No, but they have someone that can teach you, separate it.

[00:41:09]

Really?

[00:41:10]

Don't need to be in front of them.

[00:41:11]

Let me have that information because maybe they can help me. I feel with breathing technique you use the diaphragm, yes and I think we're not doing it the right way, we have to breathe with my diaphragm because that's where. Sometimes you need someone to help you and I think if I could do that. I don't want to be Whitney Houston, I used to sing, I need a baker and people would say, please stop it.

[00:41:36]

Should we ask your mom? [LAUGHTER]. Mom, I wanted to sing, asked her, I would never say your life [LAUGHTER]. You've never been in a hospital?

[00:41:52]

Why do you need a doctor and then they put me in the most immaculate place.

[00:41:58]

Yeah. I can imagine you'll be, oh I want to be doctor, this is it. Then when you said the real, no, I didn't sign up for that, that's what we're waiting for.

[00:42:13]

That was an eye-opener.

[00:42:15]

Lynn, I think that's a wrap for us, thank you very much for stoping by.

[00:42:21]

Thank you.

[00:42:21]

This was fun. I knew it was going to be because we always have a great time together, we know each other for a while.

[00:42:29]

Yes.

[00:42:33]

I hope it was okay with you too.

[00:42:34]

It was wonderful, it was like just sitting out with an old friend chit chatting.

[00:42:39]

That's what I want you to do this more in this way and I'm trying to make people comfortable in the beginning so they don't have the feeling that, what should I say? You don't need to think about saying anything, let's just chat about whatever.

[00:42:51]

This is great. I learned more about you in this conversation than I ever knew.

[00:42:56]

That would make people, if someone, cares to listen to these stories, you learn about others as well. I'm doing this mostly, I think for myself for selfish reasons because an introverted person you never know how to approach someone in a public setting, or in a party or in a gathering. Now I feel like I can. I have talked to a few people, have done, I think almost 30 of these episodes, so now I can, Oh remember chatting about this?

[00:43:32]

How's the singing lessons going?

[00:43:33]

Exactly, how is the singing lessons going there? When can I wait for that record to come out? Anyways, here we go again. But thank you very much, it was lovely.

[00:43:44]

Absolutely.

[00:43:47]

For everybody listening out there, until next time, I'll see you soon, bye bye.

[00:43:53]

Bye everyone.