



## ***Melissa Esquibel***

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## ***Biography***

While it's true that if you don't know where you're headed, it doesn't matter how you get there; not asking in the first place is the sure road to disaster when it comes to significant technology infrastructure changes. Ask any business unit executive who can't do today what she did yesterday but keeps being told that the organization is now "in a better place," technologically speaking.

Melissa Esquibel was in the thick of early business technology innovation when hardware and systems were kept in a virtual black box, and IT gatekeepers doled out functionality within a rigid systems architecture. Now, in the present, where end-users know how to access the power of technology independently and according to the agile timelines they need, this push and pull has created quite a mess in many organizations.

With her unique experience as the conduit between the gatekeepers and the gatestormers, she offers her unique perspective as "bridge builder" to you. Her sense of humor and commonsense approach will engage your team and produce results you can take to the bank in real world time savings and effective use of your organization's resources. She brings out the best in people, coaxing out meaningful collaboration and impactful solutions.

## Session: Technology Leadership: Getting a Seat at the Table

As an administrative professional you possess unique talents and skills that make you a valuable member of technology decision-making and rollout teams. Getting recognized as someone who deserves a seat at the table depends upon how you react to change, whether and how you support it and what positive actions you take in the face of the bumpy road of implementing new tech. Tech expert and end-user empowerment professional, Melissa Esquibel guides you in how you can change your thinking and attitudes to secure your very important role as a technology leader.

### Also from Melissa:

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to make an appointment to speak to us about booking Melissa to speak to your team either virtually or in person

## Learning Objectives:

- The seat and why it's yours
- Why are changes so hard?
- Become a solutions analyst
- Service Level Agreements
- Internal Controls
- Training – what is the learning curve?
- Be an agent for adoption



This session is worth 0.5 IAAP recertification points.