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I started working for UC San Diego through the temporary pool in October 1989. At the time, I was 20 years old working at Nordstrom in the Customer Service department. I loved working for Nordstrom because they pride themselves on their customer service and I really believed in their mission which was, and still is, *the customer always comes first*. Little did I know how important that would be later in my career venture at UC San Diego.

My aunt worked for the University and encouraged me to apply at UC San Diego through Temporary Employment Services (TES). She described all the great benefits of working at UC San Diego, which were very intriguing, but mostly I liked the idea of having an opportunity to work on various temporary assignments and “try out” different jobs to see where my interests really lied. I applied for the temporary pool and didn’t hear back. I decided to phone in and check the status of my application and I was glad I did because I was scheduled for an interview on the spot! I always advise job seekers that they should always follow up after they have applied for a position. It’s good to be persistent but not pesky!

My first temporary assignment was actually temping in TES. I was filling in for the TES Receptionist who was on a two-week vacation. I remember being so excited to work at the university and soaking up every opportunity to learn something new and help out any way I could. When it was slow in the office I took the initiative to do things that were out of my job scope for example, watering the office plants, wiping off dust on the leaves of the plants, organizing cluttered drawers, etc. It must have made an impression because after the receptionist returned and I had been sent to another assignment, I got a call from the TES Manager that the receptionist had accepted another position. I was asked back to TES to fill in while they recruited for the career position, which I applied to of course, and was hired career within a couple of months.

When I was first hired into TES, we had a total of two FTE’s, and TES was run out of the UC San Diego Department, Graphics and Reproduction Services (GRS). That department name has since changed to UC San Diego Imprints. It was a “small service” at the time, 50+ temporary employees working throughout UC San Diego, which assisted with financially supplementing some of the other programs run through GRS. Human Resources, including UC policy and procedures, were not a primary concern during that time. The mission was to fill as many requests and generate as much revenue as possible for the department to supplement their programs.

In 1994, Tom Leet was hired to oversee operations through Human Resources. When he learned about the temporary pool being run out of GRS it was his goal, in which he succeeded, to bring over the temporary pool to be run through Human Resources, following HR practices, and ensuring adherence to UC policies and procedures. Two FTE’s quickly increased to Four FTE’s, which allowed me the opportunity to grow in my position and be promoted to Assistant Manager of TES. Once the Manager of TES left her position, it opened up the opportunity for me to apply and be promoted to the Manager of TES. FTE’s continued to grow while business continued increase. We went from a “small service”

generating \$2 Million annually to a larger business generating \$8 Million annually. TES currently has 8 FTE's and over 300 TES employees working through the temporary pool. Additional services have since been added and offered through TES. These services include Live Scan Background Check services and Testing services offered to the campus on a recharge basis. I am very fortunate to have been hired into a position working for a "small service" providing temporary staffing assistance to the UC San Diego Community, transitioning into a large and successful business benefiting campus departments, including the Human Resources department. It took several years of training, experience and hard work to be in the career that I am today. I am very thankful, and a loyal devotee to the University of California, San Diego.