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Adam Rodriguez Earns HDI Certification [1]

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Congratulations, Adam Rodriguez!

The OUC's FinPro Help Desk Consultant recently sailed through a comprehensive education and examination process to become an **HDI-certified Support Center Analyst.** The designation reflects extensive knowledge in customer service strategies, problem-solving, incident management, and communication.

HDI (the Help Desk Institute) is the first membership association and certification body created for the technical service and support industry. Founded in 1989, the organization currently has over 150,000 members.

Adam joined the OUC in March 2012. We're pleased he's part of our team … and proud of his most recent success. (You may recall that last year, Adam won 2nd place [3] as **Analyst of the Year,** HDI Rocky Mountain Chapter.) Among his other credentials is a Bachelor of Applied Arts and Science (BAAS) degree in Applied Technology and Performance Improvement from the University of North Texas.

The next time you talk to Adam (or email … or chat ...), please take a moment to congratulate him on his accomplishment.

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