

April 2016 Newsletter



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Upcoming Meetings

April Chapter Meeting *Providing Superhero Service*

Date: April 22, 2016
Time: 11:30 am - 3:00 pm
Location: DDI, 1225
Washington Pike,
Bridgeville, PA 15017

[Click here to register!](#)

Please register by
Wednesday, April 20, 2016.

What does it take to be a superhero when a customer calls? Customers already expect support analysts to answer the phone and provide an answer. But how can you elevate the customer experience so that your customers believe they are talking to superheroes? Walk away with tips and techniques that you can start using right away on your service desk.

May Chapter Meeting *Executive ITIL Overview*

Date: May 13, 2016
Time: 11:30 am - 3:00 pm
Location: Crowne Plaza
Greentree, 401 Holiday Dr,
Pittsburgh, PA 15220
Note: *The March Newsletter had the incorrect time listed.*

HDI 2016 Conference & Expo



The HDI Conference is almost here! Not registered yet? There is still time for you to interact with more than 2,400 IT service and technical support professionals. Visit www.hdiconference.com for more information.

If you will be attending, be sure to stop in to one of the following special social events that have been planned just for you!

Steel City Conference Luncheon

At the conference, HDI Steel City has reserved an area in the lunch hall for a meet-and-greet. Look for the Steel City signs. No need to register, just stop by for a little fun and networking with other Pittsburgh area professionals. This is a great chance to meet up with a few familiar faces, meet new people, and compare notes about the conference.

HDI Midwest Mixer

Date: Tuesday, April 12, 2016
Time: 7:30 pm - 10:30 pm
Location: Lake Toho Room @ Rosen Shingle Creek
[CLICK HERE](#) for more information and to register.

For the first time, the HDI Midwest and Southeast Regions will be joining together at the HDI Conference for a social celebration that you won't want to miss! You are invited to come and network with professionals from the 14 local chapters in the Midwest Region and 10 local chapters in the Southeast Region.

Thanks to the support of our vendor partners, light hors d'oeuvres will be provided and a drink voucher will be given to the first 200 attendees to arrive. A cash bar will be available for guests to purchase additional drinks.

Call for Officer Nominations

Each year, HDI Steel City reviews the current bylaws and holds Officer Elections. We currently have three positions up for election. Please consider joining the board to help our chapter grow! **The call for nominations will close on April 30, 2016.**

Officer Roll Call

President
[Melissa Jackman](#)
Duquesne University

VP of Communications
[Carrie Armstrong](#)
University of Pittsburgh

VP of Communications
[Shannon Reed](#)
Giant Eagle

VP of Finance
[Wendy Branowitz](#)
Howard Hanna

VP of Memberships
[Russ Reihart](#)
Penn State University

VP of Memberships
[Paul Watters](#)
DDI

VP of Programs
[Denis Rudd](#)
New Horizons

VP of Programs
[Del Rippe](#)
MSA

VP of Special Events
[Dee DiDiano-Kerns](#)
Wesco

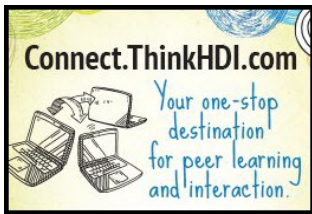
Chapter Advisor
[Rick Joslin](#)
HDI

Upcoming Webinar

**Tech is Money:
Demystifying the RFP
Process**

Date: April 19, 2016
Time: 1:00 - 2:00 pm

[Click here](#) for more



If it's trending in tech support, we're on it. Get practical and useful news, research, and information from practitioners and experts in the industry that can't be found anywhere else. Well, what are you waiting for?

Connect.ThinkHDI.com

Connect With Us



If you are interested in running for a position please submit your nomination [HERE](#).

VP of Communications (2 Positions Available)

This is the marketing arm of the chapter. This role is responsible for sending out announcements, meeting invitations, the chapter newsletter, updating social media, and the website content. This candidate should have strong written communication skills and a flair for creativity.

VP of Memberships (1 Position Available)

This is the sales arm of the chapter. This role invites people to join the chapter, welcomes them at meetings, encourages others to bring new members and is responsible for the annual membership drive. Excellent verbal communication skills are necessary for this candidate.

Candidates must be active in the HDI Steel City chapter. Our Board of Officers works as a team. We acknowledge that this is a volunteer board and time must be balanced with work and family responsibilities. Ensure you are able to commit the time necessary to serve as an officer. Serving on the HDI Steel City board is an important and rewarding experience. Please consider joining our family business and serving our community. You will not regret your decision to be a leader!

information and to register.

Annual Partners

Thank you to the HDI Steel City Annual Partners! These partners support our chapter year round so we can provide you with quality meetings and events.

