



LinkedIn: [Connecticut Chapter HDI](#) | Web: <http://cthdi.org> | Email: [socialmedia@cthdi.org](mailto:socialmedia@cthdi.org) | Facebook

## Its never too early to recognize your top performers !



Each year, HDI honors the very best of the technical support profession with a variety of industry-renowned awards. These awards recognize the individuals, teams, and organizations that have most enhanced the image of the support industry by attaining the highest standards of quality and customer satisfaction.

HDI's industry awards are the ideal way to acknowledge and celebrate professional achievement. Our internationally recognized awards provide the industry's finest with a sense of prominence and accomplishment, while earning them trust and credibility from employers and customers. Submit your nomination today!

Click the button below to start the process of rewarding someone's amazing work ethic !!!

**Nominate  
Here!**

Shout out to last years winners!!

The Traveler's Amanda Sarno

The Hartford's Theo Sullivan



# HDI SAVE THE DATES!!



*Please save the following dates for our upcoming meetings*

*We look forward to seeing you there !!!*

## *Meetings:*

*September 28th*

*Topic: Customer Service in IT*

*Speakers: Tina Rivera and Amy Kullgren of CCSU*

*Place: On the Border*

*Time: 12pm*

*October 19<sup>th</sup>*

*Place: Filomena's*

*Topic: "Ask me about" networking meeting*

*Time: 4pm, Happy hour*

*December 14<sup>th</sup>*

*Place: Angelo's*

*Speaker / Topic: Analyst and Desktop of the Year Awards!!*

*Time: 1:00 PM*

*March 15<sup>th</sup>*

*Place: To Be Announced*

*Speaker / Topic: Liz Kametz – Agile Transformation*

*Time: 1:00 PM*

*May 17<sup>th</sup>*

*Place: To Be Announced*

*Speaker / Topic: TBD*

*Time: 1:00 PM*

*June 21<sup>st</sup>*

*Place: To Be Announced*

*Speaker / Topic: End of the season white board session*

*Time: normal 1:00 PM*

# Please welcome your new CT HDI Board !!!



*President—Tina Rivera*

**\*\*New Role!!!**



*Vice President of Vendor Relations—  
Hema Nathan*

**\*\*New Board Member !!!**



*Vice President of Social Media / Programs—  
Joceyln DeMaio*

**\*\*New Role!!!**



*Chapter Advisor—George Comenale*



*Vice President of Membership - Diana Culver*



*Chapter Advisor—Joe McGee*

**\*\*New Role!!!**



*Vice President of Finance - Carol Dichele*



*Secretary—Jim Slater*

**\*\*New Role!!!**



*Vice President of Communications—Kevin Bird*

# What We Accomplished



Proud Recipient of the 2017  
**CIRCLE OF EXCELLENCE**  
Rising Star  
Chapter Award

## Connecticut Chapter of HDI – What We Accomplished

The second half of our 2017/2018 season was a huge success thanks to our members! In March, our chapter learned that we earned the 2017 HDI Circle of Excellence/Rising Star Chapter Award, a testament to the value of our local chapter to the IT service and support community. We held two engaging meetings, “Understanding Change Management” with Liz Kametz and “Social Media and Security” with Mark Thompson. We also had a successful white boarding session for our end of season meeting in June, resulting in great ideas for topics and locations for the upcoming season.

There have been some changes to our chapter leadership – Joe McGee stepped out of the Chapter President role due to a job relocation. He was a long time member of CT HDI before becoming chapter president and has been instrumental in securing chapter sponsorships and ensuring high quality programming. I am happy to step into this role, however he is leaving me with big shoes to fill! Joe has agreed to stay on as a Chapter Advisor and will be heading our annual awards program. A big thank you to Joe for his past and continuing service to our chapter! We welcome new board member Hema Nathan, who is taking on the role of VP of Vendor Relations and are excited to have long-time HDI board member Jocelyn DeMaio transition into the role of VP of Social Media/Programming. Our board has been meeting regularly to plan our upcoming season and we are excited for our kick-off meeting on September 28<sup>th</sup>.

We hope that you can join us at On the Border in Rocky Hill, and bring a guest. Our chapter is always looking to increase its membership and now is great time to encourage your colleagues to join HDI – with the “Member Get a Member” program, current members who bring in new members get a reward.

Here’s to a great 2018/2019 season!

-Tina Rivera

**HDI Conference and Expo Save the Date !!!**

**HDI 2019 is HDI's annual event, featuring keynotes from industry leaders, compelling programming tracks, content-rich breakout sessions, and a massive Expo Hall packed with innovative vendors and exciting offerings. Advancing the field by facilitating industry networking, HDI 2019 is the best place to gather the tools you need to enhance your skill set and improve your organization's performance. 4/9-4/12 - Please click the link below to see more information**

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# HDI<sup>®</sup>

## CONFERENCE & EXPO

### April 9-12, 2019

Orlando | #HDIConf

CONNECTING  
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