I've been working at the University's Computing Center as Tech Support for almost three years now. We deal with customers; both students and faculty, across the entire campus and sometimes even off-campus. During my first few years of working there, I lacked the ability to deal with people. At times I would find myself unable to communicate with customers. But I was always honest about my level of expertise to my supervisors, co-workers and to myself. I was willing to learn, adapt and add some good qualities along the way that I believed would help me in the long run. Even today, I keep bettering myself by learning from what's around me. My supervisors told me that what I lacked in expertise I've made-up with my work ethic and passion for learning. And that's what I look forward to doing with this Hackathon experience as well.