**Summer Workshop - My First Job Panel**

0:00  
Thank you.

0:01  
And Deborah, if you could start us off, share your name, where you're located, how long you've been with the company and how many roles have you had at State Share?

0:11  
OK.

0:12  
So as you are aware, my name is Deborah Hughes.

0:15  
I have been with the company for seven years and I have had three positions with the company.

0:22  
I started off as a customer service supervisor.

0:25  
I then became a customer satisfaction supervisor and moved into a people business partner role.

0:33  
Thank you.

0:33  
Where I've been for three years.

0:35  
Thank you.

0:36  
Excellent.

0:37  
OK, let's go over.

0:38  
I'm just going to go and order on my screen.

0:40  
Let's go to Steve.

0:43  
Hi everyone, I'm Steve Steer.

0:45  
I've been with the company for 1 1/2 years, I believe I'm located in Tallahassee, FL.

0:53  
I've had two roles here at Sager.

0:55  
I started off in logistics and moved on to enterprise engineering.

1:02  
Thanks, Steve.

1:03  
I'm noticing the Cincinnati room.

1:04  
It always like zooms in on them really fast.

1:08  
Sorry to call you out.

1:09  
It's, it gives me a giggle every time.

1:11  
So if anything, I'm finding it very amusing and fun.

1:14  
So thank you.

1:15  
All right, we'll go to Jason.

1:17  
Hey, everyone.

1:18  
Jason Steer here in Tallahassee, FL.

1:21  
I'm on the data engineering team right now, and I've been here for almost 9 years.

1:25  
I mean, nine years in August, and I've had six roles technically, I think here at Sage, sure.

1:32  
Starting accounts payable, surplus lines, corporate finance, now engineering.

1:36  
So that's awesome.

1:38  
This is amazing.

1:39  
All right, Justin, Justin, I didn't ask you the other day what how to pronounce your name and I could be saying it totally wrong.

1:45  
You nailed it.

1:46  
It is Justin.

1:47  
I'm Jastin Herndon.

1:50  
I'm located in Tallahassee, FL.

1:53  
I am on the program operations team leading the program solutions team specifically.

1:59  
I have been with Sage Shore for 12 years.

2:03  
Fun fact, it was not Sage sure when I started.

2:06  
That name came after I started and I have had about 10 roles at Sage, Sure.

2:14  
So I've I've bounced around quite a bit.

2:18  
I started as a customer service representative and have worked for a couple of other teams, including underwriting support, product implementation, and now program operations.

2:34  
That's amazing.

2:35  
And I just put in the chat, who knows the original name.

2:37  
It's from your new hire orientation.

2:39  
Anybody remember?

2:40  
You can go ahead in and add it in for extra points.

2:44  
That is a good trivia question.

2:45  
Really good trivia question.

2:46  
OK, John Quashy, we'll go to you next.

2:51  
I just got permission to start calling him Quashy today, which I'm so excited about because we finally met in person this morning in the kitchen.

2:58  
And I'm sorry for the confusion about the room.

3:00  
But if you would please introduce yourself to the folks and tell them who you are, where you are usually, and how long you've been with stature and how many roles you've held.

3:13  
Hello, my name is John Kawashi.

3:14  
You call me John, you call me Kawashi.

3:16  
Whichever you prefer.

3:18  
Usually people call me John.

3:20  
I might think I'm in trouble or something.

3:21  
So I've been with Sage here for 4 1/2 years.

3:26  
I started off as an intern.

3:28  
I rapidly transitioned to office operations where I worked as an office operations associate working at a Jersey City and then working on working out of most recently our Chester, Connecticut office.

3:39  
I see you guys help y'all behaving yourselves.

3:44  
And now I've recently transitioned as of seven months ago, I transitioned to our legal department where I report to Natalia Pagano and Carrie Reuter, and I support Chr on all their legal ventures.

3:56  
So amazing.

3:58  
Thank you.

3:59  
And last but certainly not least, Kayla Simpson, please introduce yourself with all of that good information.

4:05  
Hi, I'm Kayla, I'm in Tallahassee, FL, I started about 10 years ago.

4:10  
I think it'll be 10 years, July 5th or 6th.

4:14  
I started in the customer service department, then I transitioned to underwriting.

4:18  
I was the first underwriting associate, then I was an underwriter.

4:22  
Now I'm in program operations and I am a supervisor.

4:27  
Amazing.

4:28  
OK, so we have a bunch of really interested.

4:31  
I got all, I got all the panelists, right?

4:32  
Yes, we have a bunch of really interesting questions for our panelists today, so we're just going to get right into it because we're not going to have time to ask all of them.

4:40  
And the very first one that I want everyone to answer is the reason for the season.

4:45  
Why are we here?

4:45  
What was your first job and how did you get it?

4:49  
You want me to go first?

4:54  
Yeah, so I can go out for you.

4:57  
So I graduated from Florida State and literally just went and Indeed.

5:02  
And the first call I got was satyr.

5:04  
So I took it and it was just a part time accounts payable associate position.

5:09  
And I was just thinking like, you know, I just need to get experience, get my get my feet wet right and kind of learn the corporate atmosphere.

5:16  
And that's what that's what happened.

5:18  
So got in and just moved my way up through these nine years.

5:22  
So that's, that's what happened for me.

5:25  
That is an unusual story.

5:26  
Everyone just want to make sure everyone's clear.

5:29  
That is an amazing unusual story.

5:33  
Steve, you go next.

5:35  
Yeah, I mean, mine's kind of unusual too.

5:38  
I think like the first job that was actually and what I wanted to do in technical work in computers came through word of mouth where I was just building home networks for friends and family and neighbors.

5:51  
And a guy named Sean Singleton, who builds smart homes in the keys, had found out about my abilities and ended up just hiring me pretty much on the spot.

6:01  
And then I started building smart homes for the next almost two years.

6:07  
Wow, That's really cool.

6:09  
OK.

6:09  
So sort of a networking, sort of kind of a networking or your reputation preceded you.

6:14  
Yeah.

6:15  
Yeah.

6:15  
I mean, it was like, you know, I've always knew I wanted to do computer tech, and then I've really enjoyed networking.

6:22  
So I was just doing it and helping out friends.

6:24  
And this guy who owned a company that actually builds smart homes using automation found out.

6:31  
And, like, through word of mouth, maybe a neighbor had told him.

6:33  
And, you know, he ended up just extending the job offer to me.

6:37  
And then that was really it.

6:39  
I didn't really have much of an interview process.

6:41  
It was really weird.

6:43  
He's just like, hey, you know, this is what I do.

6:44  
I heard really good at it.

6:45  
How would you like to work for me?

6:47  
I was like, yeah, that sounds great.

6:49  
And yeah, I did that for a couple years before moving on to yachting and eventually Sage.

6:55  
Sure, here.

6:56  
Amazing.

6:57  
Kayla, you're off mute.

6:59  
OK.

6:59  
My first job was it was silly saying it.

7:03  
I was a receptionist at a tanning salon.

7:05  
So this is like 13 years ago.

7:08  
I'm in Florida.

7:09  
So the culture was like, totally different.

7:10  
But, you know, and it was customer service and like selling the products too.

7:16  
So, yeah, that was my first job.

7:18  
But I really liked it at at the time, you know, you know, looking back on it after reviewing these panel questions, I question a lot of things.

7:28  
But at the time, I really enjoyed it.

7:31  
And like, you know, building rapport with all those regular customers.

7:36  
It was an important experience.

7:39  
Important experience.

7:40  
Yeah.

7:41  
Thank you.

7:42  
I was a legal intern.

7:45  
Yeah, I was a legal intern.

7:47  
And after the internship I became a legal assistant.

7:53  
So that is how I got my first job.

7:59  
I knew someone who worked for the public defender's office, and they were just like, hey, we have a paid internship.

8:07  
Or actually they didn't pay their interns.

8:09  
But because I worked in the outer office, it ended up becoming a paid internship, which worked very well for me at the time.

8:19  
And, you know, I just grew and became a legal assistant.

8:24  
That's so cool.

8:26  
OK, well, my, my first job is not as glamorous as everybody else.

8:34  
My first job I worked at Staples.

8:36  
So anybody who understands retail, retail from the background of as an employee, you know, but, but yeah, I think I've learned a lot of good lessons from working at Staples.

8:47  
But yeah, started from Staples, now I'm in state.

8:50  
Sure.

8:50  
Anything, Justin, My first job was similar to Deborah.

8:59  
I was a a legal assistant, more of a runner in college and after college with the city attorney's office here in Tallahassee.

9:11  
I got that job through a a Little League baseball coach.

9:16  
I ran into him as I was going to school and I was interested in law at the time.

9:20  
And he got me a role.

9:22  
He was the city attorney at the time, and he got me a role in his office.

9:26  
That's cool.

9:27  
Yeah.

9:28  
Sometimes it is about those connections, right When building your career.

9:33  
It often is.

9:34  
Yes, it is.

9:35  
So we're going to go around and we're gonna answer the second question, which was, looking back, what signals told you the first job was right or wrong for you 'cause I think paying attention to those signals is really important.

9:48  
I'm not sure how Jason answers this question since he's still here, I guess saying how it was right for him or, you know, you were in different roles, so interpret, it's up to you.

9:58  
I don't know.

10:01  
I like I said, for me, it was like I kind of figured I'd probably be in a corporate job.

10:06  
So I knew that Satu was a new company at the time, like Jasin mentioned earlier, it was kind of split out.

10:13  
So and then once I got the, the first interview, met the people in corporate finance, I was like, oh, this could be a good fit for me.

10:20  
Got along right away and I knew I just was in a good role from the beating, I mean the low, you know, totem pole there, the accounts payable position.

10:28  
So it was part time.

10:29  
So I thought it would just be great learning experience all the way through and you if I did decide not to stay, you know, 2-3 is experience or something.

10:38  
I could go somewhere else, you know, but that wasn't the case.

10:41  
End up staying and end up working well and transition roles met like Jason mentioned, meeting people throughout the office.

10:49  
All the opportunities came up and I took them.

10:51  
So that's how I kind of bounce around.

10:55  
It's a true.

10:55  
So yeah, it's basically how it happened for me.

11:02  
We'll go in the same order.

11:03  
Yeah.

11:03  
OK.

11:05  
Yeah.

11:05  
So for my first job, it was a good fit in the sense that I got to do networking in a more professional environment.

11:17  
But it was also kind of a bad fit because I really wanted to be in more of a corporate setting like Sage.

11:22  
Sure.

11:23  
And this was more almost like a contractor base where I'd show up at someone's personal home and then build their network out.

11:31  
So it was good to utilize those skills and still like like kind of a company way.

11:37  
But I really wanted to be working with the cloud in like a large environment.

11:41  
So like I said, it's about a a good and bad fit.

11:44  
I knew I wasn't going to be here very long, but I wanted to have something on my resume that says like, hey, I actually did this besides just as a hobby, right?

11:56  
Yeah, that's, that's about it for me at the time being.

12:03  
It was a great fit.

12:04  
I was 18 years old.

12:06  
I mean, I didn't, I didn't expect me to, you know, be there forever.

12:11  
It was just my first job.

12:13  
But it was like fun, feminine.

12:15  
And again, I got to build relationships with a lot of people.

12:21  
For me, starting off, I thought it was my dream job because my goal was to work for the state and help people.

12:29  
And what better way to help people than be a legal assistant in the appeals department?

12:35  
But in reality, it was not a good fit.

12:38  
It just, you know, you guys are used to, well for people who know me, they're used to seeing me smile and be bubbly and I was definitely not found to me in that job.

12:50  
I was such a dream and it was just because reading people's stories because we were in appeals and so these people had been convicted of crimes and like they were able to call and kind of share some of the details and stuff.

13:06  
And it was just, it was a bit overwhelming.

13:09  
And I just think I was a bit young to really be able to to handle that.

13:15  
And so I don't like being a dream and not and not found me like in my normal life and and at work especially.

13:24  
And so it just, it wasn't a good fit for me.

13:27  
So, yeah, I'm going to interject Devorah, because we have this in common.

13:32  
My first internship was also with a lot with the district attorney's office in Suffolk County on Long Island.

13:38  
And it was, I had thought I wanted to be a lawyer and I went and I did an internship and had the experience of seeing that law wasn't so much about right and wrong, but about negotiations.

13:51  
And I was such a little, I was, my sense of justice was so offended.

13:58  
Yes, yes.

13:59  
And I realized it wasn't for me.

14:02  
But it was really helpful to know.

14:05  
And I think you put you, I want to get to everyone else, but I think you make a really good point.

14:09  
And this is something we talk about with our kids all the time, that it's not all the time that you're going to love your job, but jobs should fill you with energy.

14:18  
Your work should fill you with energy.

14:19  
And if you can find people, say find something you love and do it maybe.

14:23  
But I think something that fills you with energy will help you have more energy to do more of it.

14:27  
And I think that's something to really pay attention to.

14:30  
Is this job making me into a fountain or a drain is a really important question that I hope everyone takes from stage sure into their lives, because I think it's a really good, really good signifier if it's the right thing or the wrong thing.

14:45  
Who was next?

14:45  
Was it quashy?

14:47  
Right?

14:50  
Well, I'll keep it short.

14:52  
I knew it wasn't the right job for me just because I knew for a fact retail wasn't the retail wasn't the the end all from end all be all or my end of my story.

15:03  
So yes, retail nightmares are exactly what it seems, especially from the employee and and I can I'll surely tell you that like my experience now is like definitely what I didn't envision, but I knew from the beginning Staples wasn't my like call.

15:23  
So, yeah, much like you Blythe, I I saw that in the kind of legal assistant realm, the difference between right and wrong.

15:39  
So I wasn't really drawn to that work.

15:43  
However, I did really, I did very much appreciate the environment, the office environment where I first worked.

15:51  
And I, and I took that a part of that role with me later in to, to act on later in life.

15:59  
But I, I did see, you know, law clerks at the office that I was working with, with get very burnt out having to manage being a clerk and going to school, studying for the bar.

16:13  
And that kind of turned me off from, you know, looking into going to law school because that's what I wanted to do when I was when I graduated with my undergrad.

16:23  
Yeah.

16:25  
So it helped you decide your direction?

16:27  
Yeah.

16:28  
Yeah, it it definitely ruled out what I didn't want to do.

16:33  
Cool.

16:33  
Can I say something to that Blythe, if you don't mind?

16:37  
I think knowing what you don't want is just as important and maybe even more important than not necessarily knowing what you want because sometimes you just fall into the right job.

16:48  
But if you know what direction you don't want to go in, it can help provide guidance and kind of help you hone in to what maybe you do want to be open to trying and working and and stuff like that.

17:03  
Very much agree, folks.

17:05  
This is deep wisdom here.

17:06  
I hope you're paying attention.

17:08  
This is deep wisdom you're getting.

17:09  
All right, we're gonna go on to, we're gonna stay on that first job topic and we're gonna talk about what early habits or mindsets did you develop in your first job that proved critical in your later career.

17:21  
So did you learn anything in that first year or two in that first experience that you're still using today or that saved you at any point having this knowledge?

17:32  
Yeah, for me, may sound a little cliche, but good listening skills and asking good questions and just kind of learning as much as possible from that standpoint just to build on that.

17:44  
And then interacting with people on your team, learning from them, see what they do, picking up on things like that, and then just developing along the way.

17:53  
That's what that's what I picked up early on and it's helped me a lot.

17:57  
So Yep, for me it's more I learned what not to do.

18:08  
I think with my first job I was extremely eager to help out and contribute and I had all these great ideas and often times I was making changes or doing things without understanding why the things are currently done the way that they are.

18:27  
And so I was actually affecting work in a negative way.

18:32  
And so I learned that before I make changes and ideas, I need to grasp the full picture and to understand why it's actually done this way.

18:43  
And then once I understand everything, then make suggestions on how things could possibly be improved, right?

18:53  
And I think that's been huge in my other roles because kind of like my brother was saying, I now listen twice as much as I speak.

19:04  
And that served me extremely well throughout my career.

19:10  
Good one.

19:11  
Yeah, I have to agree.

19:13  
Again, you know, building those relationships, listening a lot to people that come in there, you know, and, you know, they think you become their best friend essentially.

19:23  
So, you know, you're just listening, talking, gaining those people skills which helped immensely throughout my life.

19:32  
Big one.

19:33  
Yeah, I agree with that.

19:34  
But I also think your personal attitude and your personal work ethic, like is a huge deal in the trajectory, your trajectory.

19:45  
Sorry, I'm tongue tied here.

19:47  
But like if whether you think you can or you can't, like it's going to happen.

19:53  
So if you believe that you can do it, then you can do it even if you don't have the skills like you have to go out and learn and obtain what you are missing.

20:04  
And so yes, you do that by listening, you do that by watching, you do that by asking questions.

20:11  
And so last thing, and I'm sorry like.

20:18  
You also have to overcome fear.

20:20  
So if you are kind of like afraid to ask questions or afraid to step out and take chances, you really should not be because you're learning and the only way you you truly learn is by stepping out and doing.

20:35  
So yes, I always say you don't grow without getting uncomfortable.

20:41  
Yes, well, coming from a just very vastly different experience than everybody else on the panel.

20:50  
I will definitely say that the the habits that working at Staples from and I worked every six years taught me was learning how to deal with difficult people, learning how to overcome, you know, overcome difficult obstacles, getting people to yes and bringing, you know, in really, really thorough problem solving, like bringing multiple resolutions to someone's problem and having them pick it out, being very forward facing with customers.

21:25  
You you meet different people every single day.

21:29  
You get different personalities, you know, different temperaments.

21:33  
And you know, I've had days where people come in to him, nice person in the world, and I have had people come in and outright disrespect me and just learning how to kind of just, you know, be able to handle that and not overreact rather more respond to your situation.

21:50  
I think is really, really good value that it's it's it's definitely a skill, a few skills that I've brought with myself working and coming to Saint George and coming to previous jobs to as well.

22:00  
Learning how to work with difficult people, learning how to work with people that are very unavailable, or learning how to work with people that need help getting to yes or help being help with the decision being made.

22:16  
I've learned a couple of things that I've I've carried with me into my career.

22:27  
One of those being there's really never such thing as downtime.

22:34  
You can always find things to stay busy.

22:38  
You know, as a, as my first job was more of a being a runner for the law law firm.

22:44  
So if I wasn't out running, making a making a run, delivering something to the courthouse or running to another law firm, I'd walk around and see if anyone needed help with anything or I'd find some type of task to, to keep me busy.

23:00  
And that's a way then by doing that, I helped build relationships across the office.

23:06  
One of the, one of the biggest things that I took away from there was how important leadership is to an organization.

23:13  
I very much enjoyed the individual that brought me to the organization and he was the leader, the city attorney.

23:22  
And because of his leadership abilities, it it really, it had a big impact on the the spirit of the office.

23:33  
Everyone enjoyed being there, so I've tried to carry that with me and and bring that positive energy to the teams that I've LED.

23:44  
I love that.

23:45  
We're halfway through, so we're going to we're going to pause and do a bit of an ice breaker.

23:50  
Everybody's going to do it.

23:51  
So you can come off mute.

23:54  
Just get ready.

23:56  
The question is, and I'll answer it first, if you could instantly gain one career related skill or superpower, what would it be and why?

24:06  
And my answer is, if I could just magically be an excel genius it would change my life.

24:15  
Like I would love to wake up tomorrow knowing how to use shortcuts and just whizzing around excel and putting in formulas.

24:23  
This this poetry in Shakespeare major.

24:26  
Would really appreciate having some serious excel chops like that would be amazing.

24:32  
What's it going next?

24:35  
I'll go, I would say, and on the same kind of area you're talking about, like a master coder of all languages would make my job exponentially easier and be able to do multiple different things.

24:48  
So yeah, I think mine would be mine would be public speaking and using and being able to translate technical terms into like more high level.

25:06  
I think that would make my job a lot simpler because I, I struggle public speaking is, is a bit difficult for me.

25:15  
It's like even now I'm nervous, right?

25:16  
And there's not even a lot of people here.

25:19  
But it's just something that I wish I could just stand up in front of everyone and give a great speech and like not glaze over any important details.

25:28  
Feel like I missed something out or, you know, have regrets of, oh, I should have said this versus that.

25:34  
I'd love to have that superpower.

25:36  
It's sort of public speaking.

25:37  
And if I'm hearing you correctly, it's also like story, storytelling even.

25:41  
Yeah, exactly.

25:44  
You're doing great.

25:45  
Thank you.

25:46  
I'm trying really hard.

25:47  
That's funny.

25:48  
Mine's the same as Steve.

25:50  
I'm actually currently taking a public speaking class 'cause I also get very nervous.

25:56  
I'm not a very good storyteller.

25:57  
So yes, that would be my superpower of choice.

26:00  
That's great.

26:04  
I would agree with Kayla and Steve, but I will take it one step further and maybe do networking because I feel like I'm not that great of a networker and like I can have conversations with people once I get to know them, but actually meeting new people and talking about different things and about yourself, that's that's really difficult.

26:31  
You know, it is small talk is such a skill and I never realized it it, I didn't realize it until I was in my 40s, how amazing a skill it is to people that are really good at working the room and just making kind of meaningless small talk.

26:46  
But making it in ways that make people feel really engaged and heard is it is truly a superpower.

26:52  
It's it's an incredible thing.

26:57  
Oh, sorry.

26:58  
Oh, go ahead.

27:00  
I'm sorry.

27:01  
I'll say that I will second it.

27:04  
Was it was it Deborah?

27:05  
I believe I'll say that I would like to have like better people skills, like I can connect with people, but like maintaining that relationship can making, you know, big connections and everything like, and I also side with us, Steve, like, you know, talking in front of multiple people can make me a little nervous and like make me rush over what I want to say, but I feel like once you connect with people, you can really make a really great impact.

27:33  
So I feel like that's important in your career.

27:34  
So true, Jonathan.

27:39  
Mine would be I well, first and foremost, my actuarial interns, you can't say accelerate as your superpower 'cause that is your superpower right now.

27:48  
So just letting you know, let's see if for mine, my superpower, if I could pick one, it would be my work on my 32nd elevator pitch and being able to speak more confidently.

28:03  
I suffer from imposter syndrome.

28:05  
So IA lot of times I will my the little voice inside of me tells me I don't belong here, I'm not good enough.

28:13  
I'm into the the constant war that I fight to even to this day even with constant support.

28:18  
So like just being able to speak more confidently and just having a nice good elevator pitch.

28:23  
Just being able to talk about myself in 30 seconds.

28:25  
If someone could walk away with a good impression of me and understand what I am or who I am.

28:29  
Question That's great.

28:31  
Can I just do a quick poll?

28:32  
Who here has ever suffered from imposter syndrome?

28:40  
OK, so I think we can safely say it's a, it's a normal state of affairs and no one is alone in that.

28:46  
And thank you for sharing that.

28:48  
That's amazing.

28:50  
Jason, I would give my answer, but it's already been taken.

28:54  
I, I my, I, I wish I could speak better and, or speak to a group of people and not get nervous.

29:05  
I, you know, several other people on the panel have given that answer.

29:09  
And it's true.

29:10  
It's difficult.

29:10  
It's one of the harder things that we do.

29:13  
It's, it's really difficult to do it more specifically, build a presentation and deliver it or some type of pitch or build a business case and deliver it.

29:23  
It's, it's a difficult thing to do and it's challenging and it's, it's, it's hard to, to perfect, perfect.

29:31  
Yeah, my strength is the fact that I don't mind speaking to people.

29:35  
It's just having the confidence to do it.

29:37  
Like, you know, that's that's just where I've comes in all different flavors, doesn't it?

29:44  
I want to hear from more of our pioneers, please.

29:50  
Well, first I'd just like to say to our panelists that I would have never figured it out, that you guys need to like, I guess, work on your social skills.

29:57  
I think you guys are doing just fine.

29:59  
But secondly, for me, I also agree with the networking part because like I'm sure we, we've heard of people who are able to network their way through literally anything.

30:08  
And I feel like with that power, you could get like whatever dream job you want, meet, meet whoever you want, make us like whatever type of money you want.

30:18  
And you know, just by networking, I think by being good at that, you could achieve that to a certain extent, to whatever extent you want to be able to do.

30:29  
That's true.

30:33  
Mine is also public speaking.

30:36  
I took two classes on it last semester and I still turn red every single time.

30:40  
Even if I don't like feel super nervous, I don't know, my body feels it.

30:45  
So definitely that going around in the the treasure office.

30:52  
I would say that if I could have superpower, I'd have to agree with Jason and also like know every coding language should be a master coder.

31:04  
OK, I kind of agree with most of the people here in, say, public speaking.

31:09  
But I also like what John said about like speaking confidently because like these are kind of two different things.

31:16  
But just seeing people go up in a room full of people and deliver like a great speech or like a really good presentation, like makes me want to have that type of skill.

31:26  
So for me it would be to be a genius mathematician who can look at a 10,000 cell full of excel sheet and see a story.

31:38  
Yeah, mine is along the communications aspect, being able to convey like complex actuarial things to non actuaries.

31:49  
So I think like, I know what I know what I know when it comes to actuarial science, but how do I like let someone who doesn't know what I know understand what I've got to understand?

32:03  
That would be my challenge to you during your actual presentation and end of the semester.

32:11  
If I could add any superpower I like related to my career, I think it would be just magically have all the knowledge needed for the series of exams that we have to do as actuaries because for our fellowship it's like a nine exam process plus some other things.

32:26  
So if I can just magically wake up tomorrow and have all that knowledge, that would make things pretty simple for me.

32:33  
That's a good one.

32:35  
Just to add, these manuals they study are like, no lie, 3 inches thick and get tested on 2% of their stuff.

32:41  
It's amazing.

32:44  
But yeah, I think for me, if I could just automatically know all the random acronyms and things like that, that would be super nice.

32:52  
I didn't have to learn it.

32:52  
Good 1.

32:58  
I think I'll go with everyone else and say public speaking.

33:01  
I think I definitely need to improve that.

33:03  
So yeah, I agree with that.

33:05  
And then also networking and just like connecting with people, I think we should add a networking workshop because we have a public speaking workshop coming up.

33:14  
So we're going to try to adjust that.

33:16  
But we'll also maybe we'll talk about networking too, because man, we could all use it.

33:22  
Who's left?

33:22  
I guess I would say I'd like to be able to be in multiple places at once, so I could just, especially here with my team being so remote, I'd like to just be able to work with everybody in person.

33:38  
They're teleporting, yes, I'll allow it.

33:47  
I would probably say the, you know, networking as well, be more personable, be able to connect with anybody over basically anything like a meaningful connection and also be being able to be a master coder, put my thoughts into, you know, VS Code and make what I want.

34:10  
I think I would also say being like knowing all the Excel shortcuts, like you, like you said, I do a lot of work with Excel.

34:18  
So I guess knowing everything that there is to know and that would be perfect.

34:24  
And also public speaking.

34:26  
I do struggle a little bit with public speaking.

34:28  
So yeah, I think that's, that's where we're going.

34:40  
OK, we can, we can pause.

34:42  
I'm not going to force everybody, but I but I did want to hear from most of you, which we have done.

34:46  
We can get back into our panel.

34:48  
I just I love hearing from all of you.

34:50  
And so thank you so much for sharing and I hope you feel pretty excited about the public speaking workshop we're going to be doing.

34:57  
We'll, we'll, we'll definitely take into account everything that was said here today and, and maybe work some networking in too, Kirsten, if we can.

35:05  
So panel, what is a piece of advice you received early in your career that you still carry with you or when you had to unlearn?

35:16  
And I think when we were prepping for this question, I shared my favorite one that my husband shared with me that he used to work at Starbucks and he was getting really bent out of shape over something at Starbucks one time.

35:28  
And his manager said to him, Dan, it's just beans and water.

35:32  
And so now even today when he's working on something, he'll go, it's just beans and water and just sort of get back to that.

35:37  
Like, let's just put this in perspective, what's going on.

35:41  
What's a piece of advice you've heard that you thought was great or one that you found out?

35:46  
Oh, that was actually terrible advice.

35:47  
I should have been following that along.

35:50  
For me, it was a couple things actually.

35:53  
One thing is knowing that you won't be able to please everyone the other day.

35:57  
So you got to kind of keep that in mind that some people are get accepting, some people are not.

36:03  
And you're just going to have to get used to that because that's the reality.

36:07  
And then the other thing is not taking your work personal when you work on a project or something like that.

36:13  
Those are two big things that helped me along my way here at Sage or so.

36:21  
I think for me, it's kind of a little bit what Jason said.

36:26  
When I was working on yachts, I used to really beat myself up over the work that I did and when I would make a mistake.

36:37  
And I remember the captain told me he's like, you're not as bad as you think.

36:41  
And that kind of always resonated with me.

36:44  
And as a reminder, you know, to not let my mistakes get to me because you're going to make mistakes, right?

36:51  
Like that's just part of life that's going to happen.

36:53  
And to bring myself down all the time.

36:56  
It's like, you know, again, you're, you're not actually as bad as you think you are.

37:00  
You need to give yourself more credit, right, for the work that you're doing and contributing.

37:05  
So I think that was like the biggest piece of advice that has like stuck with me throughout my entire career.

37:16  
For me, the biggest piece of advice that was given was you interview every day.

37:22  
So whether you're in the room or not, like your name it, it's going to precede you.

37:29  
So what is your work ethic?

37:31  
How do you handle situations?

37:34  
And usually when things come up for different projects or different whatever, if you're mentioned, you want to be mentioned or seen in a good light.

37:44  
So whether you ever meet someone or not, like your reputation is going to precede you.

37:50  
And you have to add like that is the case, mines go slow to go fast.

37:59  
So meaning like work diligently, you'll make less mistakes.

38:04  
We're all going to make mistakes.

38:05  
But if you do, you know, go slow to go fast, you know, there's less to clean up.

38:14  
So I, I had the privilege of working with Phil Johnson, who is your network network administrator here at Chr before he moved on early on in my street your career.

38:27  
When I asked him if he had any advice for me, he gave me 4 pieces that were that I still like kind of like run through every single day.

38:34  
And it's on like a post it note attached to my computer.

38:36  
The first one would be attention to detail.

38:39  
A great way is the you check everything three times and when you think it's good, check it a fourth time.

38:45  
The amount of times that I've thought something was done or completed, I looked it over one more time and I found probably the one of the easiest mistakes that anybody would read and catch it.

38:57  
So attention to details one another one was there's no such thing as an there's no such thing as enough information like attempt to learn everything about the process or about a subject, you know, ask a million questions and do your own research on top of that, every suggestion isn't good, but can lead through a breakthrough all the same.

39:17  
You know, the amount of times I've worked on things, I've worked on many different processes and stayed short and I've hit so many roadblocks and just something that one bad piece of advice or may not be useful turned into like the one thing that I needed to help really Breakthrough 11 real roadblock that I was facing when working through processes.

39:41  
The third one is trust to verify is you trust the process, but make sure it's still doing what it's needed to do.

39:49  
Blind adherence breeds complacency.

39:52  
So it's always good, you know, it's always good to know that a process is working.

39:55  
It's always good to know formulas running.

39:56  
It's always good to know that you know that you can come back tomorrow and think that the what you're doing is right or what what it's doing is intended to work that way.

40:05  
It is.

40:05  
But it's always good to make sure that what you're doing, what you want, you want it to do, it's still doing as intended and not misleading you or misguiding you.

40:17  
And then the last one is don't let work consume you.

40:21  
A lot of times we get, all of us are here guilty of we get tied into work and we're just in front of the computer screen and we're just driving, driving, driving and we get frustrated.

40:31  
Sometimes it's just good.

40:32  
Just take a, you know, get up, take a, take a quick break, take a 10 minute break, but also learn how to separate and learn how to come back with a refreshed mind.

40:40  
It's always to fight with the form for that's like the biggest one of the four pieces of advice that he gave me that's probably helped me the most is the amount of time I just stepped away from my desk just to kind of take a breather and come back.

40:52  
And it was just like, oh, this is easy, you know, So your own mind is your own Blogger at times.

40:58  
So that was great.

41:06  
My mind's pretty simple, and I think all of us can, and it's kind of cheesy, but I think we we can all, all take this one forward and it's work smarter, not harder.

41:17  
That doesn't mean that you shouldn't work hard, but there's often things you can do that will.

41:24  
Instead of working really hard in a short amount of time, you can work really hard, build something, and it'll help you long term.

41:33  
Earlier today I could have manually went and pulled some data from a couple of policies that we were doing an analysis on.

41:40  
Instead, I spent a little extra time, wrote a query.

41:47  
Now I'll be able to use that query in the future.

41:49  
So thinking about a little bit harder, working smarter will save you some time down the road.

41:58  
It's all about improving efficiency and eliminating waste.

42:10  
OK.

42:10  
I think that's everybody.

42:12  
Thank you so much.

42:13  
I think there are lots of pearls of wisdom in there.

42:15  
All of them.

42:17  
Let's talk about.

42:18  
I think we might have time just for one more.

42:23  
So now we're going to talk about failure, which seems like an odd note to end on, right?

42:27  
But Kelly, you said you're growing when you're uncomfortable.

42:33  
Can you tell a story in a couple minutes about a time where a mistake or failure or something going wrong led to something important or something or learning that really helped you?

42:51  
Well, I'd have to say like redirection, like a, you know, I have applied for other jobs within Saichar before and I was not accepted into it.

43:05  
And I just learned to like not take it so personal, but it was great because then I eventually, you know, got into program operations, which became such a good fit.

43:17  
So rejection is not always bad.

43:22  
Great one.

43:28  
That one was for everybody.

43:29  
But but yeah, I'm trying to, I'm trying to think it's, I, I mean, I'll be honest with you, I fail every day, right?

43:43  
Especially my work.

43:44  
And what it really does for me is it adds to the tree of knowledge of ways that the way I'm going about this can't actually be accomplished, right.

43:55  
So if I'm trying to solve this problem and I'm working through code and it's not working right, I might try 10 different ways of, of architecture that I think is going to work and none of them work, right?

44:06  
But I know going forward down the road that all those ways when I encounter something similar are out the door, right.

44:14  
And so failure for me often goes to kind of what Jest and said about increased efficiency, right?

44:26  
I I, I haven't really been rejected in the jobs that I've applied for, but I would still, yeah, I mean, I think that's the best example of failure that I can offer the, the panel, unfortunately at the moment.

44:51  
Oh, that's like a mine's very similar.

44:54  
Just learning from your mistakes and knowing not to do them again, you know, finding new ways to accomplish things, work, work faster, work smarter, as Jasa mentioned.

45:06  
But yeah, just over time as you're in a job that just kind of build your career resilience as you work through all your problems that you go through.

45:15  
So yeah, they were similar to everyone.

45:22  
The, the interesting question.

45:25  
I so like, I've failed many, many times in my life.

45:29  
I've failed in jobs, I've failed educationally, I've failed in very many different aspects.

45:34  
But the, what improved my career resilience with my failure was learning how to fail forward was, yeah, I failed.

45:44  
I failed on the overall, but what parts was I really good at?

45:48  
What parts did did I do right?

45:50  
And where did I, where can I identify that I went wrong?

45:54  
You know, as long as like you're failing forward, you're taking the, the progressive steps to making sure that each and every day you know, you, you're met with, you're met with roadblock, you're met with something that's not working appropriately.

46:04  
Something's not doing as intended.

46:07  
What did you do right before that and live off of that and, and then identify your failure and keep going forward, just keep taking steps forward because a lot of times people meet a roadblock because they fail one time and they, they give up.

46:22  
And a lot of times people are one step away from their greatest accomplishment, their biggest achievement or their like their life goal, their their biggest like thing they were looking forward to, whether it's this year or the next 10 years.

46:35  
And a lot of times people stop right at the front door because they're met with a difficult challenge.

46:41  
So fail.

46:42  
If you're gonna fail, fail forward.

46:44  
That's my piece of advice to her.

46:46  
Great advice.

46:49  
Yeah, that's absolutely good advice.

46:51  
Learning how to fail forward and really just not being afraid to make a mistake.

46:56  
As long as you are learning from it and you're not repeating the same mistake, then you are.

47:03  
You're actually succeeding.

47:07  
So the problem is, is if you fail and if you stay there or if you don't learn anything.

47:13  
So as long as long as you're learning and you're not afraid to start over or to try again, it's actually a win.

47:21  
And maybe that's my wrong thinking, but that's how I see things.

47:24  
And so if you're learning, you're growing.

47:28  
And so just never stop learning.

47:32  
You actually learn more from messing up than you do from being on the top of the mountain all the time.

47:38  
Just been my experience.

47:40  
I agree.

47:41  
Definitely.

47:42  
I I I think you can look at failure as a as a mindset and it's a learning a way not to do something right.

47:49  
One of my favorite stories is about WD40I.

47:53  
I think a lot of people on the panel and might know what WD40 is.

48:00  
It's a, you know, a lubricating oil.

48:02  
The reason it's called WD40 is because they went through 39 iterations of the recipe before they got the they they got the number 40 before they found the right recipe.

48:14  
So just keep at it, stick to it, and at some point it'll work and you'll learn a lot of stuff along the way.

48:26  
Did everyone get to answer that one?

48:28  
I think they did.

48:29  
OK.

48:31  
All right, I think that takes us to the end of our panel.

48:35  
I want to thank everybody so much for being so open with your experiences and sharing.

48:40  
I think it's really helpful to understand the stories of others, helps us contextualize our own experiences.

48:46  
And if there's there's so many takeaways from this, I hope you had a ton of takeaways, Pioneers.

48:53  
But really I just want to thank our panelists so much for their time.

48:58  
Does anyone have any closing words?

49:03  
We have like 1.

49:06  
I will say this, your internship doesn't define where your career lands.

49:13  
So I started off in office operations.

49:16  
I work in legal.

49:17  
So just because you started off in accounting doesn't necessarily mean your interns.

49:22  
Your career will lead you into accounting.

49:24  
You might find something niche or find something different that catches your interest.

49:28  
So I always say keep an open mind and learn to network with other people, learn to talk to others and, you know, provide leverage.

49:36  
Great advice.

49:37  
I second all that for sure.

49:40  
Yeah.

49:41  
Jason, you, you went from an intern to 9 different roles and, and on database engineering.

49:47  
You've had a, a pretty big journey of flopping around between departments and changing up.

49:55  
Exactly right.

49:58  
Thank you all so much.

50:00  
Thank you for your time.

50:01  
Thank you for sharing, thank you for your wisdom.

50:02  
Thank you for your ears everyone and have a really wonderful day.

50:06  
As always.

50:06  
This will be recorded and put on to the workshop Workshop website where you can go take a look in the Pioneer section on Sage Central.

50:16  
Awesome.

50:16  
Thank you.