

Subject: Cheers and Thank you all!!
Date: Friday, September 6, 2019 at 2:06:14 PM Eastern Daylight Time
From: Deleo, David
To: Booth, Travis J, Bowker, Wayne, Colehour, Colin, Decker, Larry J, Givan, Shawn M, Hiebert, Daniel L, Kjos, Andrew, Lally, Brian P, Pepper, Alicia D, Schullo, Gregory J, Ustipak, Kathy, Wetzel, Thomas C, Schmoyer, Robert L, Lally, Brian P, Oneil, Michael S, O'Shea, Patrick S, Tarpey, James T, Olson, John E, Voss, Jared B
Attachments: image001.png

AME you guys rock! It's been an amazing 6 years working with you and I'm glad you were the last stop on my 23 years with UHG. Saving the best for last is a great way to go out. At first I thought to myself that this last step was going to be a real doooooosy. I know now it was the best thing that ever happened to me in my career. Each year challenged me to no end but at the same time each year I found how easy I was handling those things that were hurdles the previous year. I was really proud of how I was growing and I can only say that beyond my pig headedness I could never have done it without all of you. I've never been on a team more supportive and ready to jump in the hell fire with you as this team. I've never been on a team with such a vast spectrum of knowledge as this team and willingness to share it. And most off all I have never been on a team that was so in your corner for you to succeed.

Learning is so huge to me and my observation over the last 23 years has always been that if a guy needs some help to get over a little hurdle why not give him that time rather than dismiss it. So many of you have given me that time. I want to specifically thank Sean O'Neil for believing in me from the start, for your encouragement, support and for all of your rich in-depth emails - many at midnight - that helped me grasp not just pressing buttons but concepts behind those buttons for every one of my 100's of questions. Patrick O'Shea, for believing in me and encouraging me when things got crazy, for really caring, understanding, and finding solutions for myself and for everyone else on the team. Extraordinary! Just knowing he was a ping away was all I needed to succeed. Brian Lally, who amazingly as smart a person in this field as I've ever met in my career, and as many headaches as he told me I gave him ☺, always took as much time as I needed to teach me and to help me out of so many jams. That is unbelievably rare in this industry and I truly appreciated all of it. But know that you all have been amazing... watching Dan, Shawn and Larry go into overdrive with APM knowing we were on our own with this but also knowing clearly something needed to be done with or without guidance. That was bold and amazing!! John and Thom putting the incredible Oneview on the map filled with a wealth of information for our team and all of Optum to use. Wow!! Watching Colin and Alicia day-in and day-out organize, orchestrate and execute everything thrown at them without blinking. It was amazing just knowing and working with you two. You guys are the glue to this team! To the DCRUM team, Travis, Greg and Jarod, and all for doing what you do so flawlessly and fearlessly that the best compliment an IT person can ever get is that nobody in Optum was ever aware of this incredible infrastructure you guys built and managed with barely a ripple while providing maximum benefits every peak season! To the young guys, Greg, Jarod and Andrew who I have to commend for being braver then I can ever remember being at their age, grabbing the bull by the horn in such a tough field and riding it like seasoned professionals. Your future is so bright!! To my good friend Kathy, it is rare to have a great peer in this business that you look forward to coming in to work with, to chat and talk honest with, all the while ripping through tickets and giving the customers the best support they will ever get. So glad you joined the team!! To Robert and Tarp for being there for all of us. Continuously making the EPS good name stand out and shine so often in the wee hours of the morning. You bring excellence whenever you are on a webex! And finally to Wayne, coming in as our new manager with so much of our departments status quo unraveling while also knowing there were some tough shoes to fill... You definitely nailed it!! You cobbled your own pair of hard to fill shoes with the team all in. It was a pleasure working for you.

There is no doubt AME is in great hands with all of you! And I want to wish you all a great future! I've always said during these 6 years that I work with the cream of the crop in this industry – you guys. I will always feel I have been blessed to be a part of this team as it has been an honor! I tip my hat to you all!



Sincerely,
David

David DeLeo

Optum Enterprise Technology / Enterprise Performance & Stability

Hub Connect: <https://hubconnect.uhg.com/groups/application-performance-management>

APM Customer Flowdock: <https://www.flowdock.com/app/uhg/application-performance-monitoring>
Weekly APM Forum: <https://hubconnect.uhg.com/thread/102357>