Customer Services & Support Org Chart – Aug 2011

AMERICAN UNIVERSITY
WASHINGTON, DC

Terry Fernandez
Sr. Director, Customer Services & Support

Steve Kelly
Manager, Help Desk

5 Help Desk Analysts

Steve Gamble
Ginnie Khamvongsa
Nina Manila
Cenk Nair
Avi Nanan

Kelvin Wilson
IT Service Manager

Jackie Palumbo
Manager, Training & Performance Improvement

2 Technical Trainers

Pamula Tyler
Suzanne Barron

Lushan Silva
Technical Support Manager

7 Technical Support Engineers

Shawntez Blue
Seare Habte
Rabah Kermoud
Michael Liu
Albert Luc
Mikey Luong
Tony Tran

Office of Information Technology