



## Employee Spotlight: Shawna Fisher

*Team Manager, InSight Group*

**S**hawna Fisher began her career in the Air Force, where she traveled extensively and gained a strong work ethic and drive for success. After 8 years with the USAF, Shawna was hired by RW3 in 2002 as a Customer Support representative. She spent two years in Customer Support, gaining invaluable experience working with RW3 customers, actually becoming ConAgra's first Customer Support contact within RW3.

In 2004, Shawna's skills were tapped for RW3's emerging Report Services team, where she dedicated her time to working as a Report Analyst. Shawna is credited for designing and developing the first "reports" for ConAgra, Kellogg's USA, Kellogg's Canada and Jennie-O Turkey Store. She was also instrumental in the initial development of Energizer's data import process & reporting. She became a respected Manager within the team, working closely on development of a company-wide education program as well as designing the time and tracking project management system currently in use.

Shawna switched gears for a year in late 2008 when she joined the Development team as a Project Manager. It was here that she had the opportunity to work directly with software engineers and gain valuable experience in documentation and planning for RW3's larger development projects.

Recognized for her talents, Shawna transitioned back to the InSight Group in May 2009 as Team Manager. She has partnered with IG Director, Andy Cannon, over the last year to establish solid team protocols and standardization. Shawna is currently working to get SQL Services Reporting off the ground and deployed for customer use.

As Manager, Shawna trains her team to have a better understanding of customer business need and how RW3 deliverables are used. This effort will further the Company's value proposition as a true "partner" to our clients, strategizing and challenging their thinking, while providing state-of-the-art technology solutions.