



Employee Spotlight: Cameron Flores

Manager, Customer Support

Cami joined RW3 in 2000 with a background in Office Technology. She spent her first three years in development as Quality Assurance (QA)/Tester, helping implement RW3's core systems and early reporting solutions. Cami grew into a Business Analyst/Project Management role, working primarily with Nestlé, but also with a variety of customer systems. She worked as a liaison between account managers and the development team to fine tune requirements for new InStore solutions and to enhance existing customer systems. During this time, Cami also managed projects, created and maintained documentation, and assisted Development with design, change control and quality control.

Cami was promoted to Manager of Customer Support in late 2008, bringing a fresh perspective to managing the support team. With a goal to empower them to more efficiently meet the needs of our customers, she set high standards and expectations and defined consistent guidelines, policies and procedures. Currently, she strives to continuously re-energize the team with the tools, training, and confidence they need to provide first-class support. After all, the support team is the 'face' of RW3 - they are the first to talk to a customer when there are problems and the last interface upon resolution.

Recently, Cami has been working closely with Jerri McLerran, RW3's Documentation Specialist, to implement SharePoint for more streamlined sharing and managing of ALL documentation in a centralized location. When fully implemented and utilized, SharePoint will result in huge cost savings for the company and empower employees with vast information at their fingertips. This will be an ongoing effort, as Cami works to incorporate additional features that will optimize RW3's work processes throughout the company.

Thanks for all your dedication and hard work Cami!