



HAPA Rochester Chapter Newsletter

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May issue

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Welcome new members:

Nothanael Leon
Jose Suarez
Santos Hernandez

Message from Rochester Chapter



Do not Despair!
Spring has arrived and it is a time of renewal. Maybe by now you are re-thinking your New Year resolutions. I hope those

resolutions included career planning. In these tumultuous economic times not many things are more important than your career and employment. Your Greater Rochester HAPA Chapter is ready to help you to advance your career. HAPA has a 2013 plan of events in place to provide you with information and tools to support your career planning, no matter if you have recently joined the workforce or if you are an experienced professional. On April 16 HAPA hosted a great

workshop with Dave Giambattista. Dave Giambattista is Vice Persistent of Human Resources for the Enterprise Business Process Outsourcing organization. Dave delivered an excellent presentation about the inner workings of Xerox Services and contrasted the Services and Technology organizations, discussing similarities and differences between the two cultures. Dave also referenced opportunities in Xerox Services and offered his guidance to pursue them. Dave's presentation is available for those of you that could not attend the event. Your future starts now! HAPA needs your help to fine-tune our offerings and tailor future activities to your career development needs. If you are not a member, no problem! Ask for a membership form and sign up. For now, membership is free!

2013 HAPA National Chapter Board of Directors

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Q1 GRAHAPA Career Session: Exploring Xerox Services

Dave Giambattista



Vice President,
Human Resources
Enterprise Business
Process
Outsourcing
Xerox Business
Services, LLC

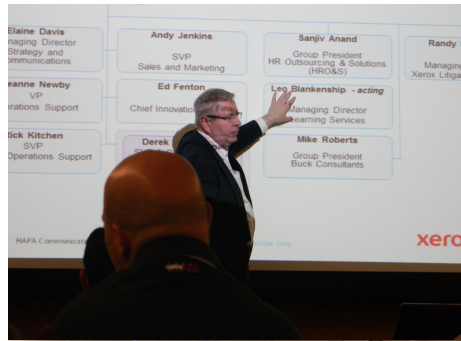
In his seminar Dave described the Xerox Services organization, its Lines of Business and its Leaders. Dave showed why Xerox is the world's leading enterprise for business process and document management; and illustrated the breadth of global

services offerings, from claims reimbursement and automated toll transactions to customer care centers and HR benefits management. He also described the similarities and differences with the Xerox Technology organization, both in terms of culture as well as practical aspects of employment. Both organizations are learning from each other, with Xerox Services benefitting from new innovation coming from our Research Labs, especially in Transportation and Healthcare, where data analytics and video technology are being used to solve problems like parking and monitoring patient's condition. Dave also described his experience transitioning from Xerox Technology to Services and how he very much enjoys the speed and flexibility of his new organization.

Dave's past professional accomplishments include:

- Leading the HR team implementing Xerox's acquisition of Tektronix Color Printer & Imaging division in 1999.
- Being appointed Vice President, HR for the expanded Xerox Channels Group which sold office products through VARS, dealers and retailers.
- Leading Xerox Human Resources for the team which established Xerox Capital Services.
- Helping establish and launch the Lean Six Sigma program in Xerox worldwide.
- Joining Xerox as a compensation analyst and after several head office HR assignments, relocating to Chicago where he held a variety of HR managerial roles.

Photos HAPA Career Development Seminar:



HAPA needs leaders and supporters at every level of the organization. We all must do our part to help Hispanics at Xerox achieve their personal and professional development needs through networking, mentoring and other events and programs.



Moving forward



Porfirio Perez

Where are you from

Born and raised in Puerto Rico. Oldest of three. My immediate family still resides in Puerto Rico.

Xerox is for Porfirio...

It is a place full of opportunities for professional development. I started as a summer intern in 1988 while finishing my MS in Electrical Engineering. I had the opportunity to work in a technology that we later used in a product family launched in 1997. I spent the majority of my time in the lab working with my manager. He was always willing to share with me what he knew about the technology.

My first 14 years with the company were in the technical side of the business. I worked in Manufacturing, in the Advanced Manufacturing Resource Team (AMRT), as a Systems Engineer in two programs, and as an Engineering Manager for Xerox Compatible Cartridges. My managers always supported me in terms of career development. I was able to partner with them to obtain the desired experiences. Some opportunities were achieved within the same organization, but others required moving to a different organization.

I spent four years in the Technical Services Organization and while there completed my Lean Six Sigma Green Belt Certification and eventually my certification as a Lean Six Sigma Black Belt. This assignment gave me a great appreciation for how our products perform in the field and the importance of the support they receive from the Supply Chain.

The last six years, I have been with the Supply Chain. The first three with Consumables and the last three with Equipment.

I have had many different managers in

organizations that are significantly different in terms of their work processes and deliverables, but the value that they have placed on me as an individual has always been consistent. They have all treated me with respect. They value the importance of family and the importance of being involved in the community. These three elements are very important to me and I consider myself very fortunate to be part of a company that values and supports them.

Career advancement advice

Make sure that you are always a top performer and ask your manager for feedback on what you are doing well and work with him/her to identify areas for improvement. There is always something we can do better and something we can learn.

Always be willing to take on new assignments in areas that are new to you. It could be doing something different or working with a completely new group where you do not know any of the individuals you have to work with.

Find a mentor that is willing to provide honest feedback. Their advice is invaluable as you work in your career advancement.

Porfirio's bio

BSEE from Purdue University -- this is where I met Edith

MSEE from Georgia Tech

Married with two boys (Javier – 17 and Andrés – 14)

Founding member and first President of the Society of Hispanic Professional Engineers (SHPE) Chapter at Purdue. President of the SHPE Chapter at Georgia Tech.

President of the Rochester Professional SHPE Chapter in the early '90s.

Cubmaster for three years for Pack 260 sponsored by St. Joseph's Church in Penfield.

Committee Chair for Boy Scout Troop 260 sponsored by St. Joseph's Church since January 2010.

Co-author of six US patents.

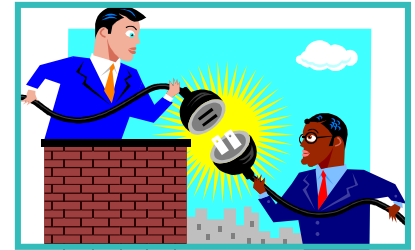
Chair of the GRAHAPA Mentorship Program for two years

Chair of the Finance Committee for a HAPA National Conference

Treasurer of HAPA National for four years

Your Network

By Xavier Viteri



You have probably heard the phrase, **“You’re only as strong as your network.”** But have you worked on developing an inner circle of confidants who can advise you one on one? Have you identified leaders who can and will be strong advocates for you in public? As professionals focused on professional advancement, it’s important to identify both mentors and sponsors and know the difference between the two. It is also important to know and be yourself. Provided at the end of this article are two web links that touch upon mentorship and sponsorship. I think you will find them helpful whether you are a new or tenured employee.

HAPA is committed to partnering with Human Resources and Business Operations leaders to formalize a structured program that will help you leverage your efforts and grow your network within and outside the company. If you are interested in working with me and the GRAHAPA board in developing and rolling out a more formal coaching and mentorship program in Rochester, NY, please contact me at

xavier.viteri@xerox.com. Adelante!

References:

<http://www.guardian.co.uk/women-in-leadership/2013/may/16/mentor-or-sponsor-you-need-both>

<http://www.forbes.com/sites/giovannirodriguez/2013/05/20/the-five-people-you-need-to-know/>

“Xerox has done a great job over time of thinking about how we manage diversity,” said John McDermott, recently retired from being Xerox chief information officer and corporate champion of HAPA (Hispanic Association for Professional Advancement). “Many companies pursue diversity because it’s good social policy, but at Xerox, we see it as good business.”



HISPANIC ASSOCIATION FOR PROFESSIONAL ADVANCEMENT



Why join HAPA

Here are Five Key reasons for being a member:

1. Become part of an organized group of people that share common cultures, and unmatched passion, generosity and caring.
2. Participate in professional development activities to help develop skills and advance your career.
3. Take an active role in mentoring activities to help achieve your goals (mentee) as well the goals of others (mentor).
4. Participate in community outreach activities to help young Latino students be successful contributors of our society.

Community Calendar of events

HAPA National Conference— September 20 & 21

****Save the date****

San Antonio TX, Marriot Plaza
www.hapa.org

Xerox Rochester International Jazz Festival - June 21-29

Celebrating its 12th edition, 1200 musicians gather from around the world.

Downtown Rochester
www.rochesterjazz.com

2013 Ibero American Action League Annual Gala and Scholarship Awards June 8th

The Hispanic Scholarship Endowment Fund was created in 1985 to provide financial support for the educational endeavors of Hispanic youth in the Rochester area.

2013 I44th Puerto Rican Festival

Date: August 9-11, 2013
Time: 10:00 am – 10:00 pm
Location: Frontier Field VIP Lot

2013 International Spanish festival

Date: September 1st, 2013
Time: 10:00 am – 6:00 pm
Location: Rochester Public Market, 280 N. Union St, Rochester, New York 14609

For more information about our community activities visit:

[blogs.democratandchronicle.com/
conxion/](http://blogs.democratandchronicle.com/conxion/)

www.rochesterLavoz.com

Revista Imagen
<http://imagenyny.com/inicio/>



All about Tuition Aid

Xerox provides employees with learning and developmental opportunities to ensure they have the knowledge, skills and behaviors to achieve the Company's business goals. Tuition Aid Plan is provided for programs of study that are mutually beneficial to both the Company and the employee. Xerox encourages employees to participate in education and learning. Use the link below to learn more
<http://xwww.docushare.world.xerox.com/dsweb/View/Collection-45570>

Tuition Aid reimbursement is based on grade and employment status as shown below.

Full Time Employment (30 – 40 h/week)	Part Time Employment (20 – 29 hours / week)
A, B, and Pass – 100%	A, B and Pass – 50%
C – 60%	C – 30%
D and below – No reimbursement	D and below – No reimbursement
MSDBA and CNE Certification – 80%	MSDBA and CNE Certification – 40%



Employees should discuss the course/degree they are pursuing with their managers, to ensure that the program is appropriate. The employee must verify that the institution offering the course(s) is a Xerox approved school. Employees need to submit Tuition Aid pre-approval requests using the Learning & Education Pre-Approval Form

in E-Pay.

Who do I contact for questions about the Tuition Aid program?

Please read the Tuition Aid Policy to answer your questions about the program (the policy is on the Tuition Aid docushare site). If you have further questions, please email your questions to the Xerox Employee Service Center at USATAProgram@xerox.com

