



Employee Profile: **Barbara Mbogo**

Role:

Team leader – deal support team. My team and I work with our client's sales reps to get them quotes, reports, booking orders – anything to help them with their workload so they can focus more on sales.

Location:

I work in Green Bay, Wisconsin, supporting a client in Toronto, Canada

Length of time with Planetpro:

4.5 years



I was born and raised in:

New London, WI

I love:

Saving money where I can, bargain hunting, and thrift store shopping.

Budding talent:

I have improved my fishing with help from my nephew. I do not put the bait on the hook or take the fish off, but I like the thrill of catching a big fish and reeling it in.

Football or football?

I'm a *huge* Green Bay Packers fan. Three years ago I got married to my husband who's Kenyan. Since then, I've introduced him to our football and he's introduced me to his football (soccer!). Slowly but surely, he's becoming a Packers fan.

About my attitude towards 'work':

I grew up with my mother, father and three sisters on a family farm. My experience there helped me develop focus and a hard work ethic. On the farm I also learned how to work well independently when there was a need to do things on my own, and also how to function as part of a team when one hand wasn't enough.

What drives me to achieve:

Myself.

I consider myself a perfectionist and I strive to get the job done right the first time. I prioritize my workload, check on whether the cases I handle are taken care of, cross-referencing things wherever possible to ensure everything's OK before I send it off to the sales reps.

The secret of my success:

I go above and beyond.

I fix problems where I can, direct issues beyond my scope to the right team member, and even reach out to different teams to get help when required. I try to have at least one or two people identified in different areas on every team I work with, for example finance, customer service, to keep in my 'backup pocket' – that's what I call it – so it's easier to get things done. I've learned from past experience that you won't accomplish much trying to do it all yourself.

What makes Planetpro different from other staffing firms?

I feel more personal freedom here. I'm able to do my work on my own. I worked for another staffing firm for almost five years, serving the same team out of Toronto and I felt micromanaged. With the other firm, I had people constantly checking up on me and the work I was doing. With Planetpro, I'm on my own and I get my work done with phenomenal customer feedback.

Why I work at Planetpro:

I like the people I work with.

I get more acknowledgement, feedback and positive reinforcement from the managers. For example, this past year, I expressed my strong desire for advancement to my manager. He sat down with me, reviewed my professional goals, and laid out opportunities in the company for growth. He took the time to find out what more I wanted out of my career and from that, he found me the position I have now of 'team lead'.

