

# *What interns, employers and parents are saying about the Digital Skills for Youth Program at RochesterWorks!*

## **Jose Zayas – Age: 16 – Placement: Adecco Medical and Science – Supervisor: Deb Bowles**

Some of Jose's duties included: dealing directly with clients, assisted with an open recruitment event, purging and organizing files on the computer.

Jose said, *"I enjoyed the business etiquette courses on-line. It taught me to approach people in a more positive way. This was my first job so it helped me become more comfortable in a professional setting and taught me valuable communication skills with other professionals."*

Deb said, *"Jose was always very professional in his approach to work. He worked well working with others and by himself, always completing his tasks in a timely manner. I was very satisfied with my interns from RochesterWorks and would like to participate next year."*

## **Christina Rivera – Age: 17 – Placement: Children Awaiting Parents – Supervisor: Veronica Black**

Some of Christina's duties included: maintaining excel and access spread sheets, assisted photographers in HEART gallery, maintained CAP book of children awaiting adoption.

Christina said, *"The digital skills program was very beneficial to me. I was able to work with programs I might not have the chance to otherwise. Working at Children Awaiting Parents, was a wonderful experience and it expanded my horizons for future career choices."*

Veronica said, *"RochesterWorks' program is outstanding. We would love to participate again. Christina's work ethic is very strong and valued. She's done a great job!"*

## **Amarili Wright – Age: 16 – Placement: First Capital Payments – Supervisor: Amarylis Hernandez**

Some of Amarili's duties included: scanning and copying client files as part of maintaining client's database, customer service assignments.

Amarili said, *"With the e-learning courses, I was able to learn many of the skills that I ended up using during my internship. This internship was a great experience and it gave me a sense of how the business world works."*

Amarylis said, *"Amarili was a very good employee. She learned a lot and we are very happy with her performance. We are interested in the other programs that RochesterWorks offers as well."*

## **Aaron Banks – Age:15 – Placement: Cook Iron – Supervisor: Steve Wichtowski**

Some of Aaron's duties included: data entry, pricing products, website enhancement, developing and maintaining databases.

Aaron said, *"This program has helped me on so many levels. It has helped me with managing my time throughout the week. It has helped me to prepare for the real working world. I am so blessed to be part of this program."*

Steve said, *"The Digital Skills program has been an asset to our organization. Not only are we having projects done that are important to our business, but it's also a blessing to personally interact with the students. I would recommend this program to any employer."*

## **Brandon Sosa – Age: 17 – Placement: ITT Space Systems – Supervisor: Louis DeGregorio**

Some of Brandon's duties included: database development, HR support, internet research, created documentation programs for training new staff and staff orientations.

Brandon said, *"I really enjoyed the internship part of the program. I feel that I learned alot about the business setting."*

Lou DeGregorio said, *“The key to retaining talent locally begins with planting the ‘retention seed.’ I believe this program can serve that purpose very well. I was totally impressed with the caliber and performance of the interns!”*

## Employers

### **ITT Space Systems comments on the Digital Skills for Youth Program:**

Originally our objective in participating in the Rochester Works Summer Intern Program was to secure support for a data collection and input project.

Our Interns quickly and efficiently tackled the project creating additional bandwidth allowing them to engage in another more significant project. The project was to prepare a "roll out" package for a soon to be launched training management system. It was extremely exciting to see our interns Brandon and Tom generate numerous ideas on how to complete this work. Expectations and boundaries were set and they were then allowed to do the rest.

The resulting work product will help us to train others in the use of the new system and to provide on demand Help as well.

One of Space Systems Division’s community objectives is to recruit and retain local talent. Participation in this program helps us to plant and cultivate the seed of retention early in a young person's career. Brandon and Tom both participated in informational discussions arranged by our recruiting team. These discussions were focused on their current career field with practicing seasoned professionals. Brandon and Tom walked away from those sessions with critical key information that helped adjust their educational plans to better prepare them for their careers.

We can summarize our experience as a Win/Win/Win activity. Brandon and Tom win by virtue of the work experience, career guidance and relationships built. The Community wins by potentially stemming the "brain drain" and retaining talent within the community. ITT Space Systems wins by nurturing potential recruits to its talent bank.

### **Brabon Justice International, LLC- Michelle Lee**

Alex is extremely resourceful and an intelligent young man. Alex created a knowledge database for SiteBrandBuilder® utilizing a Wiki product we selected. A knowledge database allows the front desk to manage troubleshooting questions instantly without having to transfer a call to a project manager for example; these calls are coming in from current customers.

We currently have Alex creating a functioning website as a business owner in the carwash industry and present that to the staff as well as well as creating a business presence for SiteBrandBuilder.com on Facebook.com.

## Parent:

### **Janet Mejias – Mother of intern Janixa Mejias**

Janet said, *“Quite frankly I am in awe of the wonderful opportunity that this program represents for youth in our community. It not only offers the opportunity to learn something new, but the potential to work towards a better future than perhaps some thought they could aspire to...I am truly grateful to Rochester Works!, Senator Joseph Robach, New York Wired for Education, the County of Monroe, City of Rochester and all of the participating local school districts and businesses for investing not just in my daughter, but in the youth of our community.”*