Close-up on Customer Service
With 34 years on campus, Cindy Roach has long been a role model for women in Information Technology and customer service. As a Systems Analyst, she collaborates to provide programs and data to assist Food Stores and MSU Bakers in delivering their outstanding services.

Recent Accomplishments:

- A Voice-Picking system for the Food Stores Warehouse
- A custom solution for integrating RHS systems with the Kuali Financial System
- A Successful Fail-over test of the Power 7 Server

Motivation: Cindy enjoys the challenge of problem-solving and improving processes for customers.

Best Practice: She understands the importance of personally contacting the customer to understand their request. She says it usually helps her in troubleshooting.

Focus On: Documentation. Cindy believes documentation usually takes a back seat in development. She has made it a personal mission to create and maintain excellent documentation, accessible to all who need it.

Customer Service Philosophy: “Do as you say you will do.” It contributes to her work ethic and every day interactions with people.

Outside of Work: Cindy enjoys her family, a focus on health and wellness, gardening, golf and pickle ball.