

# TECH WITH A HUMAN TOUCH

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## *Inside GPO's IT Help Desk*

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**Top:** IT Specialist Naveed Alam assists walk-up customers at the Service Desk Express window.

**Left:** IT Specialist and original IT Help Desk team member Barry Caraway has been helping GPO teammates resolve their IT issues for 25 years.

In a day and age where it's rare to receive customer service from real people, GPO's IT Help Desk is here to add a human touch to resolving the IT problems we all love to hate. And when you're finally on the other end of it, with your problem solved and a headache dissolved, it's all thanks to just 21 dedicated people who work across all three shifts and collectively handle over 1,300 IT tickets per month. And in fact, many of these IT teammates, such as Recent Grad and IT Specialist Kevin Cheng, admit they actually enjoy computer problems...that makes one of us, Kevin.

"Assisting my colleagues in overcoming IT challenges is incredibly gratifying because it directly boosts their productivity," says Cheng. "I thrive on diagnosing issues, conducting thorough research, and implementing effective solutions. I appreciate the continuous opportunity to learn and adapt. It keeps my work engaging. Making a tangible impact on our work environment is deeply rewarding and fulfilling."

The Help Desk team offers around-the-clock technical support to GPO teammates in need and is critical to keeping the GPO team productive. The team supports all GPO teammates, whether they are working in person or remotely, and is committed to fast, friendly, and effective service.

"Our dedicated team is knowledgeable and always ready to help, going above and beyond to maintain smooth operations," says Branch Chief Coretta DeBrew. "Behind every resolved issue is our exceptional Help Desk team, working tirelessly to keep our Agency operations seamless."

The IT Help Desk team does it all, from troubleshooting computer hardware and software issues to responding to customer inquiries via phone, email, or chat, documenting problems and solutions in tickets via IT ServiceHUB, and escalating complex issues to higher levels of support when necessary while maintaining excellent customer service skills.

"The Help Desk team is the face of the whole IT business unit, acting as the first line of support for our customers," says IT Specialist Syed "Naveed" Alam. "We play a pivotal role in minimizing downtime for GPO teammates by bridging the gap between our customers and all branches of IT. We analyze issues and problems to determine the best solution."

Collaboration seems to be at the heart of the IT Help Desk team, largely due to the strong sense of mutual support within the group. The environment fosters knowledge-sharing and teamwork, enabling the team to deliver top-notch IT support.

Cullen Bilger has been a member of the IT Help Desk team since August 2022. He emphasizes the team's knowledgeable and supportive nature, reflecting on his positive experience as a summer intern at GPO in 2018.

"Everyone is knowledgeable and cares about helping all teammates, no matter the complexity of the issue," Bilger said. "I worked at GPO in the summer of 2018 as an IT intern. At that time, I knew GPO was where I wanted to hold my federal career."

*continued on page 4*

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**Top:** Branch Chief Coretta DeBrew oversees the activities of the IT Help Desk team.

**Above:** Recent Grad and IT Specialist Kevin Cheng responds to IT ServiceHUB requests for assistance.

IT Specialist Barry Caraway is an original member of the IT team, helping teammates navigate their IT challenges for more than two decades. When Caraway first began his role, GPO employees were issued desktop computers, rather than laptops. But he says teammates back then still could put in tickets online and call the Help Desk, as they do today.

“I’ve had the privilege of working with the IT Customer Service Branch, serving as a vital link between technology and its users for the past 25 years,” Caraway said. “It’s incredibly rewarding to see the immediate impact of a solved problem, knowing that my expertise has made someone’s day a little easier.”

Caraway acknowledges that countless challenges, from troubleshooting complex technical issues to ensuring seamless user experiences, have helped him hone his problem-solving skills and deepen his expertise.

Caraway says, “What I enjoy most about my work is the combination of technical problem-solving and the human connection—it’s a unique balance that keeps me motivated.”

It’s clear that the IT Help Desk team takes pride in helping solve our problems with ease, and we sure are glad they do!

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**Top:** GPO’s first shift IT Help Desk team.

**Above:** IT Specialists Cullen Bilger and Barry Caraway work to set up teammate laptops.