

# FDIC News

The Federal Deposit Insurance Corporation Employee Newsletter

MAY 2023

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## Public Service Recognition Week

*For Public Service Recognition Week May 7–13, 2023, the Office of Communications invited employees to share their reasons for working in public service. Read what several of your colleagues had to say.*

### SYLVIA BURNS

I serve our nation and the FDIC because I believe public service makes our country strong, and I am dedicated to the FDIC's mission to maintain stability and public confidence in our financial system. My team and I implement modern technologies and processes to help make the FDIC more productive.

Many people complain about the government but don't take action to make it work better. I joined the government out of graduate school (being very idealistic) and believing that I could make a positive difference.

I joined the federal government in 1994 as a Presidential Management Intern at the U.S. Department of Commerce, International Trade Administration.

I am motivated by solving hard problems and feeling like I'm making a

difference. I love the mission and people of the FDIC and learning about the financial industry and federal financial regulation. I feel like I'm able to take my people skills and knowledge of information management to help make FDIC work better and keep up with modern times. Given the FDIC's vital role in ensuring stability and confidence in our financial system, I feel like I am making



Sylvia Burns

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## Public Service, from page 1

a positive difference for the federal government.

When I first became CIO at FDIC in 2020, one of the first things I did with my leadership team was to talk about and document my and our values. They include teamwork, professional responsibility, people, flexibility, excellence, and honesty. I strive to be a role model in acting in accordance with my values in every interaction I have at work and ask my leadership team to do the same.

What I like most about the FDIC are the mission and the people. The cafeteria is also awesome! I get the most job satisfaction when I see the people who I work with blossoming and becoming their best selves both professionally and personally.

Potential public servants should be open to any challenge that may come through their doors and remember that they are not alone in solving problems. If you leverage the knowledge, skills and abilities of those around you, you will be surprised at what you can get done. Public service is one of the most honorable and rewarding things you can do. The federal government can give you an experience that you could never get anywhere else to make your town, country or the world a better place to live in. I highly recommend it!

*Sylvia Burns is the Chief Information Officer of the FDIC in Washington.*

### PAMELA FREEMAN

Working for the FDIC for the past 33 years has brought me great pride in what I do. I serve because I am passionate about my work on the Community Reinvestment Act (CRA) and fair lending, which supports the FDIC's mission and makes a national impact. Our work strengthening and modernizing the CRA will be the pinnacle of my career.

Having a positive impact provides job satisfaction—whether it's by being responsive to a question from someone in the region to help them; successfully completing an assignment or project that is important to our mission; speaking to a group of internal examiners or external



**Pamela Freeman**

stakeholders about my area of expertise; or working on the modernization of the CRA.

What I like most about the FDIC are the people! I enjoy working with my amazing co-workers as well as interacting with people from different branches, divisions, and agencies. I particularly enjoy working with various teams and learning from and collaborating with others. FDIC has given me many opportunities for this throughout my 33-year career. And I've made many friends along the way!

I would advise people who are considering a career in public service to have a strong work ethic; learn to communicate effectively; and to the extent you can, be flexible in where you work and what you are willing to do.

*Pamela Freeman is Chief of the Fair Lending and CRA Examination Section in the Division of Depositor and Consumer Protection in Washington.*

### ISRAEL JOFFE

I served as a firefighter in New York, proudly supporting the community for many years. Now at FDIC, my service extends to all of America.

Volunteerism and service to the community have been a big part of my life. I took great pride in serving as a firefighter during Hurricane Sandy in New York. My friends who worked in government told me how much happier

they were than in the private sector because they were able to have a fulfilling career while serving for America, and it resonated with me. Every time I come to work, I know that I am serving a noble cause.

The FDIC is a perfect blend of corporate culture and government. I get satisfaction here from helping my stakeholders achieve their technology goals, successfully troubleshooting issues, and knowing that I am making a difference in helping our corporation work more efficiently. Consistency, discipline, learning new things, evolving, learning from mistakes, and never giving up are values that help me succeed.

Public service is for people who want to serve the country and make a difference while having a fulfilling career. It's also great for folks who were previously in the military or former first responders who want to have a new great career and serve the country at the same time. I would encourage career searchers to try a few different career paths throughout the years. Don't be afraid to reinvent yourself if your career is stalling.



**Israel Joffe**

Ultimately, I strive to be someone that my 1-year-old son can look up to one day, while providing a stable and secure future for my family.

*Israel Joffe is a Program Specialist (Tech) in Corporate University in Washington.*

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### ANNA NELSON

It is rewarding to work at the FDIC because I feel that I am helping to prevent the next Great Depression. My great-grandfather's parents could not afford to feed and care for him in the 1930s. As a result, he dropped out of school after eighth grade to work on a farm in exchange for food and shelter.



Anna Nelson

I am grateful that my work helps to stabilize the market so that more children across the U.S. can enjoy their childhood.

*Anna Nelson is a Resolution and Receiverships Specialist in the Division of Resolutions and Receiverships in Washington.*

### THOMAS PARZINGER

I first heard of the FDIC as a youngster while accompanying one of my grandparents to a bank. He mentioned that he had once lost all his funds, and he explained to me that in the early 1930s banks closed with depositors not always getting their funds and about the FDIC.

Now, as I approach 50 years of service at the FDIC, I can proudly look back over the years of helping protecting depositors in good and bad times. As a remembrance of my grandfather and FDIC history, I have a framed original press photo of FDIC Chairman Leo T. Crowley dated August 17, 1934, in my home office.

What I enjoy about my work is problem-solving. Despite having seen many things over the years, I continue to see and experience new situations and issues on a regular basis. This is especially true in today's rapidly evolving environment, where new norms and challenges seem to arise on a weekly basis.

I get the most satisfaction working with examiners and bankers to help and resolve issues. I can fondly look back at bankers thanking the FDIC for assisting at a critical point to help ensure the viability of their banks. I firmly believe that by helping keep banks safe and sound, we at the FDIC are helping support local communities across the country.

For those interested in public service, I believe that a willingness to help people is beneficial. I also believe that it is helpful to step up and accept challenges as they arise. I believe strongly in public service, whether at the FDIC or in the community. I have been a docent at the Memphis Zoo, on the Board of Directors for Memphis Habitat for Humanity, and continue to serve as a member of a City of Germantown, Tennessee, commission.



Thomas Parzinger

I had a professor once say that a "person should never stop learning." During my long tenure, I have pursued and will continue to pursue available learning opportunities provided by FDIC,

including Corporate University classes. I would encourage everyone to keep learning and growing over the years.

*Thomas Parzinger is a Bank Examiner and Case Manager in the Division of Risk Management Supervision in the Dallas Region.*



Luke W. Reynolds

### LUKE W. REYNOLDS

I serve because I can help people improve their financial well-being through better use of banks. It is rewarding when our work leads to banks developing new partnerships, launching new products, or making strategic investments to benefit low- and moderate-income communities and people.

As examples, over the past year, our work has helped more small businesses in Alaska get financing, helped more unbanked people in Utah get affordable accounts, helped more low-income taxpayers get free tax preparation in California, and helped lead to several large investments to benefit low- and moderate-income people across the region.

The small things are particularly rewarding, like when we recently cleared up misinformation that resulted in a government organization in Oregon being able to retain specialized banking services after a bank merger and planned branch closure.

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## Public Service, from page 3

I was always interested in banking and finance, yet I did not want the purpose of my work to be to generate profit for others. Not long after I started at FDIC 25 years ago, I realized my job as an examiner was a way to help both banks and people in their communities.

I would advise people choosing a career to ask your prospective employer about the potential for career growth if you take an entry-level position. If you do your job well, can you expect to be promoted? Or do you have to compete for promotions above the level you are hired at? The FDIC offers a wide range of opportunities—not just the diverse set of careers, but also the variety of work you can do within a particular career or job. Not a boring moment for sure.

*Luke W. Reynolds is Regional Manager, San Francisco Community Affairs, for the Division of Depositor and Consumer Protection in San Francisco.*

### D. SIMONE STOVALL

At 18 years old, when I decided to become a public servant, I knew my life would have purpose, passion, and principles to transform lives.



**D. Simone Stovall**

My dad was an Army veteran and retired from the U.S. Postal Service. My brother is also an Army veteran. I dedicated my years in college to public

service organizations as a volunteer and active member. So, upon graduation from college, a public service career made sense, as my background and passion were service-oriented.

Waking up every day with an abundance of gratitude is highly motivational, and helping people achieve financial and fitness goals gives me joy and motivation professionally and personally. The most rewarding part of my job is having an impact on one of the beneficiaries of the FDIC mission—low- and moderate-income people around the country.

My values are trust, gratitude, wellness, positivity and purpose. Professionally and personally, I am trustworthy and develop trust as the foundation for all my relationships. I am fully committed to wellness to maintain a stable and healthy lifestyle, which yields a more productive workforce, strong camaraderie, and efficiency.

Of the qualities that are important to working in public service, stability is paramount. Public service coats my heart with purpose every day without my work and objectives being just about the money or other temporary or superficial motivators. I obtain job satisfaction from having opportunities for career development, pay and benefits, and the opportunity to refresh within the company without pursuing a career elsewhere.

I would encourage people deciding on a career to be intentional. Research your strengths, passions and abilities to seek companies that will align with your goals, and make sure those goals add value to the vision of the company. Remember that if you view yourself going to a “job” every day, the journey is temporary, but if you wake up to go to work a “career,” then it’s more permanent and rewarding.

*D. Simone Stovall is Regional Manager for Community Affairs in the Division of Depositor and Consumer Protection in Chicago.*

### VANESSA A. STRAUSS

I serve because I want to make a difference in the lives of the people here. Nothing means more than giving back!



**Vanessa A. Strauss**

I know what I do makes a difference in the work of the FDIC, and I am given the chance to step outside of what I do every day and contribute to the mission of this organization in so many ways. All those ways help the public. I am not a bank examiner, yet my work in human resources to support our workforce and encourage new additions to that workforce is something that is clearly in line with the FDIC mission and goals.

FDIC makes sure we know the values of this organization—integrity, competence, teamwork, effectiveness, accountability and fairness. Each area has a meaning to me. My interpretation may not be the same meaning as my co-workers, but we all adhere to these values and work towards them for the betterment of the Corporation. I truly believe the work I do as a public servant is meaningful and makes a difference across the federal government.

My advice for people choosing a career is to be open to what the federal government has. When I entered college I had no plans to work for the government, but in the summers I worked in a government agency that saw the value of bringing in students while they were in college and

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giving them meaningful work. That is the reason I am still here today—and I never looked elsewhere.

If you open yourself up to learning, to contributing, and to caring about what you do, you can grow leaps and bounds in the federal sector. You can also work in so many different areas that make a difference in lives of the people in this country. A career in the federal sector is limitless!

*Vanessa A. Strauss is a Senior Advisor in Human Resources in the Division of Administration in Washington.*

### KEENA TARRANT

I serve to support our most vulnerable communities, so they can achieve financial stability today.

Both my parents, who were career public service workers, taught me the value of community. I value my mother's words, "We have to build each other up, ask questions, and share information." I'm very passionate about making connections between people and helping them build security through community. I also deeply value being part of the community we serve, not separate from them, so I can understand, empathize, and connect people to available resources.



**Keena Tarrant**

We have a lot of programs that are protecting our citizens in all aspects of their lives, although not everyone has equal access to information. Having

limited access to education and reliable information can have a ripple effect through someone's life, and when I have the opportunity to help someone in a way that remedies that, it's really meaningful to me. I imagine myself or someone close to me in the other person's situation, asking myself, "What would help me or someone I know navigate this better?"

Working in Community Affairs allows me to help clarify to the public the opportunities created through collaborations with banks and non-profit organizations to support financial equity and access. Supporting our Senior Community Affairs Specialist through the Alliance for Economic Inclusion's Workforce Development initiative gives the rare opportunity to speak to the public, alongside FDIC insured banks and non-profit collaborators, to support and guide people to the FDIC along with other government organizations or banks.

Further, my job offers the opportunity to encourage collaborators to host events that support the community's ability to have safe bank accounts, build credit, and qualify for mortgages. I value the connections I have with local communities. I'm constantly asking questions and sharing information for the betterment of our communities.

*Keena Tarrant is a Community Affairs Assistant in the Division of Depositor and Consumer Protection in Kansas City.*

### YOLANDA THOMAS

For 90 years, FDIC's safety and soundness mission has been underlined with core traits that encourage employees to bring their authentic selves to the workplace, increasing the diversity footprint. I am honored to serve as one of many to walk this path.

FDIC's core values are integrity, competence, teamwork, effectiveness, accountability, and fairness. Within the fairness value, there are aspects of diversity, equity, inclusion, and accessibility (DEIA), providing employees with an opportunity to assist in reframing what DEIA looks like within the workplace. I feel that this fairness core



**Yolanda Thomas**

value flows into the others, like competence, teamwork, and effectiveness to allow us to collaboratively support and further FDIC's success in its safety and soundness mission for the banking industry.

In my current role in the Anti-Money Laundering and Cyber Fraud Branch within the Division of Risk Management Supervision, I have a 12-month timeframe to apply my examiner experience in this area, while working with amazing individuals who are subject matter experts in the banking industry, including bank failures, integration of crypto-assets, and differing ways to identify customers in an increased digital and virtual environment.

For those considering public service, I would highly encourage truly searching one's purpose for the career, which should not be solely based on the financial aspect, but also on whether the organization's values may align with yours. You will be spending many hours working. You will want to have your purpose in mind, in knowing why you chose to serve.

*Yolanda Thomas is a Special Assistant to the Associate Director (Detailee) in the Anti-Money Laundering and Cyber Fraud Branch of the Division of Risk Management Supervision.*

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### ROBERT TORRES

I serve to help FDIC's internal operations be more effective and efficient. I have a sense of duty and gratitude to our great nation, and working in public service is my way of saying, "Thank you America!"

The mission of FDIC is what motivates me to come to work every day. I am fostering positive changes. Seeing how my work makes FDIC administrative operations more effective and efficient gives me a great deal of satisfaction.

I like the teamwork at FDIC. Whether we have a challenge or are establishing a new initiative, we come together and collaborate effectively. I have high integrity and here at FDIC, my colleagues and I adhere to the highest professional and ethical standards.



**Robert Torres**

Important qualities for success in public service are flexibility, resilience and competency. Public service is a beautiful journey; a long-term one with valleys and peaks. Stay committed on becoming the best employee you can be from day one.

*Robert Torres is a Senior Management Analyst (Team Lead) in the Division of Administration in Washington.*



**Jeffrey Truitt**

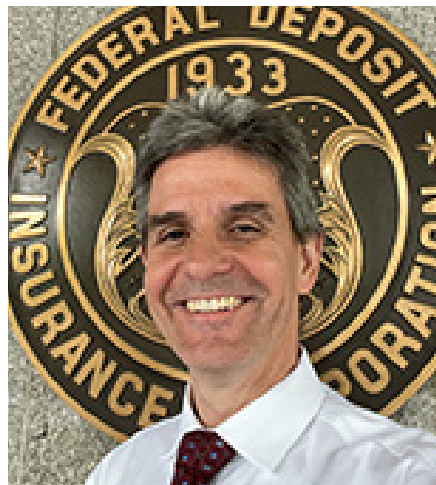
### JEFFREY TRUITT

In the 1990s, I served on the most technically sophisticated weapons systems we had – a nuclear submarine – to protect our nation from physical attack. Today, I use my technical knowledge to help ensure that our financial system is safe and secure.

*Jeffrey Truitt is Legal Counsel in the Washington Legal Division.*

### NATHAN ZEE

I am truly motivated by the FDIC mission. Now more than ever it's clear we play a critical role in maintaining the public's confidence in our nation's financial system. I'm proud to serve with



**Nathan Zee**

so many hard working, smart, dedicated people doing the best they can for the American people!

When I began my career in the Navy, I was motivated by the mission and protecting American freedoms that so many had fought and died for since our country's founding. After five years in the Navy and then graduate school, I worked in the private sector for seven years.

While I enjoyed my work, it was ultimately the mission-orientated nature of public service that drew me back to the government as a civil servant.

The mission of the FDIC motivates me on a personal level. It is highly impactful when the work we do positively impacts people's lives. Whether protecting deposits, ensuring businesses can make payroll, or maintaining the public's confidence in our nation's financial system, I believe the work I do every day makes a significant positive impact on millions of people.

*Nathan Zee is the Special Assistant to the Chief Information Officer in Washington. 🏛️*



# FDIC Families Enjoy Having Children Come to Work

By Sonya Weakley  
Writer, Office of Communications

During Take Our Daughters and Sons to Work Day at FDIC's Virginia Square headquarters building in Fairfax, Virginia, Bryson Mark, 11, found himself explaining, quite accurately, the difference between a need and want.

His mom, Regina Mark, Human Resources Specialist, Division of Administration (DOA), asked her son that question as she explained that she expected her family's visit to the FDIC would elicit conversation about saving money on the way home. "They are learning a lot about money very fast," she said.



**Ava, 4, and Bryson, 11, children of Regina Mark, Human Resources Specialist, put finishing touches on coin banks.**

She said that Bryson and her daughter Ava, 4, had been happily occupied during the event. "They were really excited about seeing what Mommy does every day," she said, adding that she planned to take them to a staff meeting later.

Ava attentively designed the new "piggy" bank she was making during the "Decorate Your Own Bank" activity, which was just one of the many activities held at the event Thursday, April 27, in the Sheila C. Bair Auditorium.

About 115 parents and 175 children registered to attend the FDIC-sponsored event, which was held from 7:45 to 11:45 a.m. and reconvened after lunch with an ice cream social at 2:15 p.m. Thursday. The Special Events and Hospitality Unit of DOA planned and managed the program.

According to the national Take Our Daughters and Sons to Work Day Foundation, taking children to work

"helps youth maintain a positive and healthy self-image, helps them raise their future aspiration and helps them overcome societal barriers in order to reach their full potential." This year's national theme was "Working Better Together."

The FDIC event, held for the first time since 2019, began with opening remarks from Jeff Rosenblum, Deputy Director, DOA, followed by one of the day's most popular activities, the demonstration of the skills of a service dog from the Arlington County Sheriff's Department.

Corp. Matthew Camardi and Deputy Nidia Najera showed how the dog, Logan, could find certain types of narcotics and electronics by using his nose.

Watching and perhaps petting the dog was the favorite activity of the morning for a number of children, including Emma and Giuliana Caputo, both 10. Their father, Antonio, Information Technology Specialist in the Washington Legal Division, said he enjoyed getting to show his daughters what he does. He planned to ask them to explain what they learned to their mother at lunch.

Julianne Breitbeil, Senior Media Relations Officer, Office of Communications, brought her daughter Grace, 8, and son Owen, 10, to the activities at Virginia Square in the morning, then took them to her office at 550 17th St. NW in downtown Washington, where they toured the Virtual Outreach Center (VOC).



**Grace Breitbeil, 8, appears on camera as Stanley McFarland, 7, and Owen Breitbeil, 10, film her.**



**The Virtual Outreach Center hosts families. Back row, left to right: Julianne Breitbeil, Senior Media Relations Officer; April Brown, Digital Media Specialist; Olivia Brown, 11; Nickie McFarland, Visual Information Specialist. Front row, left to right: Grace Breitbeil, 8; Owen Breitbeil, 10; Stanley McFarland, 7.**

There they joined April Brown, Digital Media Specialist, Office of Communications, and daughter, Olivia, 11, and Visual Information Specialist Nickie McFarland and son Stanley, 7, and the children took turns trying out the recording equipment.

Breitbeil said she was glad the event was revived after the break for Covid. "It gave us an opportunity to discuss budgeting, impulse buys and more from the Money Smart curriculum."

But the highlight was definitely the VOC. "My colleagues gave them an amazing experience in front of the camera and in the control room. They read from the teleprompter on set, wrote scripts, and ran the cameras. They described it as one of the best days ever!"

"I learned more about what my mom does at work and the about the virtual outreach center. And I loved the view from lunch," Owen said.

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**Stanley, 7, operates a television camera as his mother, Nickie McFarland, Visual Information Specialist, observes.**

His sister Grace enjoyed the VOC, but couldn't forget Logan. "I got to write a script and learned more about the control room in the VOC. I learned so much. I also loved Logan, the police dog," Grace said.

Following the service dog demonstration, Master of Ceremonies Kitty Chaney, Management and Program Analyst, Division of Insurance and Research (DIR), gave a short presentation of the history of the FDIC.

The presentation included several facts that surprised the children, and some of their parents, about assets that the FDIC owns or has owned:

- Twelve percent of the Dallas Cowboys team during the 1988 and 1989 seasons, after the First Republic Corporation of Dallas failed in 1988.
- Farms plus equipment to protect citrus crops from freezing and beehives to pollinate almond trees.
- Fleets of taxicabs in California, Arizona and New York

Yolanda Green, Community Affairs Specialist, Division of Depositor and Consumer Protection (DCP), and Breany Cortez, Intern, gave a Money Smart presentation on "Setting Goals and Making Financial Decisions."

Children learned about setting financial goals that are specific, measurable, action-oriented, reachable and time-bound (SMART). They also learned about setting long-term savings goals, how their values and external factors and other people can influence how they save or spend money, and ways to resist unproductive influences and stay focused on goals.

Following the money presentation was the coin bank decorating activity, during which impromptu "conga" lines, and other dancing coaxed children, parents and employees to move around the room.



**Getting supplies for decorating their own unique coin banks.**

While the energy was high, the FDIC Fitness Center conducted an exercise activity and talked about exercise for children.

Bob Brown, Supervisory Counsel in the Washington Legal Division, brought his daughter Bethany, 9, who enjoyed working on the bank. "I like all the decorations and everything I put on it," she said. Besides the bank, she liked the random prize drawings.

Lori Zimet, IT Specialist, Division of Information Technology, was surprised



**No shortage of physical activity.**

that her 16-year-old daughter, Hannah, wanted to come to the event. "She didn't want to come when she was younger," she said. Hannah enjoyed dancing and said she might use the bank as a ring box.

Jeremy Jenkins, Principal Contract Specialist, DOA, brought three children—Luke, 12, Nathan, 11 and Daisy, 8. The boys enjoyed an activity sponsored by the Fitness Center that involved spinning a wheel to do different physical exercises, while Daisy enjoyed the art and dancing. "She loves being around people," Jenkins said. "She had her outfit picked out by 2 o'clock yesterday afternoon." 📺



# Five FDIC Employees Complete Graduate School USA Program

By Claire Brolin  
Corporate University

Harrison Wall, Financial Institution Examiner, Division of Depositor and Consumer Protection (DCP), and Carlos Pastrana, Case Manager, Division of Risk Management Supervision (RMS), completed the nine-month Executive Leadership Program on May 5, along with nearly 80 graduates across government. Three additional FDIC participants—Nathan Feenstra, Senior Compliance Examiner, DCP; Rebecca Archuleta, Financial Institution Examiner, DCP; and Kayla Tate, Acting Field Supervisor—Detailee, RMS—will complete the program in June.

Pastrana was selected as a class speaker for the graduation ceremony. In his speech, he reflected on what he had learned through his leadership training, focusing on stepping outside his comfort zone and taking risks, and advising classmates to identify and seize opportunities that come their way.

“The opportunity to learn more about the Corporation as a whole was the biggest takeaway for me,” Pastrana said.

“Gaining exposure to the organization’s various groups, like the Risk Management Policy Branch, really gave me a better understanding of the FDIC as a whole. The program also gave me the opportunity to work on projects not available in my field office, and introduced me to other leaders throughout the FDIC.”

During the nine-month program, the participants completed book reviews on leadership, shadowing assignments, multiple executive interviews, and at least one eight-week development assignment. They also completed a group action learning project and developed a relationship with a mentor.

Corporate University (CU) sponsors the Executive Leadership program, which is hosted by the Center for Leadership and Management of the Graduate School, USA (GSUSA). Each year, CU sends five FDIC participants, who are selected competitively based on applications and interviews. Applicants also must be recommended by their supervisors and nominated by their divisions or offices.



**Carlos Pastrana, Case Manager, Division of Risk Management Supervision (RMS)**

The ELP is open to permanent Corporate Grade 11–13 employees looking to develop their careers.

For more information on the program, please contact the CU Program Manager. 📧

## Take Advantage of Independent Learning Resources from Your Library

By Richard Huffine  
Enterprise Information and Records Management

*Richard Huffine is the Acting Assistant Director for FDIC’s Enterprise Information and Records Management Section. EIRM was created in 2022 to bring together the FDIC’s information governance functions including records, library, directives, contact center, forms, and distribution capabilities.*

Online training resources can be a great way for employees to engage in independent learning and develop new skills. Here are some steps that you can follow to make the most of these resources:

**Identify learning goals:** The first step is to identify what you want to learn and

why. This could be a specific skill related to your job, or a broader topic that you’re interested in. The resources you have available cover both soft skills (e.g. communication, teamwork, problem-solving, time management) and technical skills (e.g. Excel, PowerPoint, Outlook, data analysis, project management). Pick the areas you want to explore, develop, or excel in over the coming year.

**Research available resources:** There are many online training resources available, ranging from free courses and tutorials to paid subscriptions and certifications. Research and compare

different options to find the best fit for your learning goals and budget. Before you begin to spend your Professional Learning Account (PLA) though, check out some of the services you have accessible from Corporate University, The Chief Information Officers’ Office and the FDIC Library:

- **Percipio (by Skillsoft)**

Provided by Corporate University, Percipio is an immersive learning platform designed to inspire, motivate, and engage learners. The platform delivers blended learning that lets you “watch,” “read,”

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“listen,” “practice,” and “attend” courses and events. The FDIC’s access to Percipio uses single-sign-on and can track your progress, interests, and the items you have used without having to remember a username or password. You can consume content in whatever way makes sense for you — videos, books, audiobooks, practice labs, coding sandboxes, and more.

- **LinkedIn Learning**

Provided by the FDIC Library, LinkedIn Learning provides a collection of videos, courses, and learning paths on everything from using the Microsoft Power Platform to business writing and public speaking. Requesting access to LinkedIn Learning involves documenting how it would help you in your job and having your supervisor submit a request to the library. Your access to LinkedIn Learning may be removed for inactivity if you fail to use the product at least every 90 days.

- **Blinkist**

Provided by the FDIC Library, this allows you to read or listen to key takeaways from the world’s best nonfiction books in 20 minutes or less. It has over 3,000 titles, covering 27 categories from leadership to psychology. Blinkist can be accessed via computer or an app on Android and Apple devices. It can be used on your personal device as well. Seats are limited, but your supervisor can submit a request to the library for you to have access.

- **Microsoft Enterprise Skills Initiative (ESI)**

Provided by the CIOO organization, ESI provides hands-on training for learning and enhancing technical skills and knowledge of Microsoft and Azure technologies. It offers interactive courses, role-based training curricula, and Microsoft Certifications. The FDIC’s access uses single-sign-on and includes:

- Microsoft Learn – Explore a topic in-depth through guided learning

paths and interactive, hands-on modules.

- Microsoft Training Days – Sign up for digital events with live moderators supporting attendee questions.
- Exam Preparation – Prepare for Microsoft Certification exams with sessions that provide practical details and guidance.

- Microsoft Certifications – Advance your career, earn recognition, and validate your technical knowledge through accredited Microsoft Certifications. When you are ready to sit for a certification exam, you can use your PLA funds to cover the exam fees.

- **O’Reilly Safari**

Provided by the FDIC Library, O’Reilly Safari provides a huge library of courses, webinars, eBooks and sandboxes and cloud laboratories for learning complex computer science topics. Hosted by one of the largest publishers of computer science books, this resource can give you access to very detailed information on topics involving hardware, software, development and management of information technologies. Like LinkedIn Learning, requesting access to O’Reilly Safari involves documenting how it would help you in your job, having your supervisor submit a request to the library, and ensuring that you use the product periodically to maintain access.

- **HotDocs**

Prepared by the staff in the FDIC Library, HotDocs is a current awareness service published monthly, HotDocs contains links to new research reports, think tank studies, agency analyses, and other documents and reports covering the financial services industry. It also contains information on new databases available to FDIC staff, new books added to the library collection, and more. HotDocs is delivered by e-mail and posted on the library’s web page.

## Recommendations from the



If you wish to have your name added to our e-mail distribution list, please e-mail Alicia Amiel at [aamiel@fdic.gov](mailto:aamiel@fdic.gov).

**Create a learning schedule:** Set aside dedicated time each week to focus on your learning goals. This could be an hour each day, or a longer block of time once a week. Communicate with your manager and let them know that you are committing to your development and that this investment of time will benefit both you personally and the Corporation over time. Creating a schedule will help you stay accountable to yourself and make consistent progress possible.

**Take notes and practice:** As you engage with the online training resources, take notes and practice what you’re learning. This could involve completing exercises or projects, or applying new skills to your current job tasks. Capturing what resources worked for you in this effort will also help you the next time you face a challenge. You’ll know what type of learning worked for you and where to start looking for a solution.

**Seek feedback and support:** If possible, seek feedback from a mentor or supervisor on your progress. You can also seek out a colleague who wants to learn the same things and get together to compare notes or work through an issue you face. This can help you identify areas for improvement and stay motivated.

By following these steps, you can use online training resources for independent learning and gain new skills to advance your career or just improve yourself for the sole benefit of your own growth. 📖

# CAN DO ERG Takes Opportunity for Teambuilding Tour of D.C.

By Claire Brolin  
Corporate University

The Board of the Corporate Advocacy Network for Disability Opportunities (CAN DO), the FDIC employee resource group for employees with disabilities, took the opportunity to connect and share experiences during a tour of the White House and the Washington Monument on May 5.

Dawnelle Guyette, Board Member from Kansas City, and Robert Scott, Field Liaison from Los Angeles, joined Washington-based Brooke Aiken, President; Aileen Wu, Board Member; and Claire Brolin, Vice President, for the networking event.

“Every one of us has a different perspective and different disability affinity,” Guyette said, “and we haven’t been able to get together for many years because of the pandemic and because of distance.”

Scott obtained passes to the observation deck at the top of the Washington Monument, affording the group the opportunity to enjoy views from 500 feet above the National Mall. The Secret Service ensured the White House tour was accessible for Scott’s wheelchair, so his tour included alternative White House attractions. “The best part of the tour was that Robert got to see more than everyone else, and then he told us about it,” Brolin said.

Aiken noted that such trips are possible for the group because the FDIC’s shuttle service between Virginia Square and the Main Building runs every hour and the drivers are trained on using wheelchair lifts. “I am thrilled we can all take trips like this now,” she said.



**Aileen Wu, Visual Information Specialist, OCOM; Claire Brolin, Training Specialist, CU; Robert Scott, Financial Institutional Examiner, RMS; Brooke Aiken, 508 Program Coordinator, DIT; Dawnelle Guyette, Examination Specialist, DCP.**

While the White House did not have sign language interpreters available for the tour, “we were able to get by with transcription apps like Otter and the Make it Big, as well as some basic signs,” Wu said. “The Secret Service seemed generally well-equipped to assist deaf visitors.”

Scott said he would highly recommend tours of this type for other employee groups within FDIC. “It is easy to request tickets online for the monument and from your local representative for the White House, 30 days in advance. Just be aware of what you can take with you inside the White House,” Scott said.

The mission of CAN DO is to provide a forum that allows all FDIC employees with disabilities and advocates to broaden their understanding regarding people with disabilities through sharing ideas, networking, and participating in internal and external activities that support FDIC employees who have family members with disabilities, and to assist in the advancement of the FDIC’s diversity program. For more information or a request to join, email [CANDO\\_ERG@fdic.gov](mailto:CANDO_ERG@fdic.gov). 🏠



# Vacation Voices: Norway

*Where do you go during your time off? Vacation Voices is a place for employees to share their interests, ideas and personalities through their personal travel destinations and experiences. Just complete this form! We are especially interested in sharing fantastic photos! You can upload photos directly into the form or send them separately to [FDICNews@FDIC.gov](mailto:FDICNews@FDIC.gov) as attachments. Just be sure to write the name of the vacation destination in the email so we can match the photos to the submission. Happy Traveling!*

**Name:** Lonna Morrow

**Division/Office:** Division of Insurance and Research/Economic Analysis Section

**Title:** Economic Analyst

**Location (or Remote):** Washington, D.C.

**Travel Destination(s):** Norway

**Length of Stay:** 5 days

**Why did you choose this destination?**

We chose Norway because it popped up on my "cheap flight" alert. My fiancé and I traditionally aren't tied to a destination as much as we are traveling for a good price. We choose a destination and then pick the dates, not the other way around!

**Tell us about the things you did or activities you participated in.** There were so many highlights to this trip. We did the well-known "Norway in a Nutshell" tour that took us through three different fjords and ended with one of the world's most beautiful train rides on Flåm Railway. We rented a car and traveled north to visit seven of the last 28 historic stave

churches (Stavkyrkjes) of Norway, and stayed the night at the oldest hotel in Norway.



**What was the most exciting thing you did?** The most exciting part of the trip was visiting the stave churches. There used to be over 1,000 of them, but with only 28 remaining, it felt like a big part of Norway's history that we needed to see. Most of the churches were built between 1100 and 1350, so some of them are almost 1,000 years old! The pictures I took could never do them justice.

**What did you like most about the destination or trip?** The waterfalls, mountains, and fjords. Norway is a country that reminds you of just how small you are, and I loved every second of it.

**Did anything surprise you about the destination or trip?** Norway has over 40,000 miles of coastline, so it's a massive country, but nothing prepared me for how remote some of these locations are. Truly untouched by light pollution and noise.

**Would you recommend this destination or trip to others? Why or why not?** Yes! One thousand times over, yes. If Norway isn't on your list of countries to visit, it needs to be! Get outside Oslo and Bergen and go get lost in the mountains of Norway.



**What should people be aware of about the destination/trip before going?**

Everything is really far apart, but the car rental is worth it to see places that normally don't get a lot of travelers. Norway is also a "right to roam" country, so you can camp just about anywhere!



**Would you do it again? Why or why not? What would you do different, if anything?** I would visit Norway again in a heartbeat. We went during the fall time, so the waterfalls were outrageous due to all the rain, but I'd love to go during the summer; I think it would be a whole different experience being able to swim in the fjords and see the mountains covered in greenery. 🌲



# Vacation Voices: Chile

*Where do you go during your time off? Vacation Voices is a place for employees to share their interests, ideas and personalities through their personal travel destinations and experiences. Just complete this form! We are especially interested in sharing fantastic photos! You can upload photos directly into the form or send them separately to [FDICNews@FDIC.gov](mailto:FDICNews@FDIC.gov) as attachments. Just be sure to write the name of the vacation destination in the email so we can match the photos to the submission. Happy Traveling!*

**Name:** Rachel Cloud

**Division/Office:** Division of Insurance and Research/Data Strategy Section

**Title:** Senior Financial Analyst

**Location (or Remote):** Headquarters/ Arlington, VA



**Travel Destination(s):** Chile – Santiago and Valparaiso

**Length of Stay:** 15 days

**Why did you choose this destination?**

Chile is on the list as a possible retirement locale.

**Tell us about the things you did or activities you participated in.** Museums, restaurants, strolling through neighborhoods, bookstores, record stores in Santiago and Valparaiso. We really wanted to get a feel for what it would be like to live there, so we tried to get acclimated with public transportation and the various neighborhoods.

**What was the most exciting thing you did?** Use our Spanish! Immersing ourselves in the community. Seeing the glorious Andes and the Pacific. Taking in the colors of the sky. Visiting La Sebastiana, Pablo Neruda's home in Valparaiso.

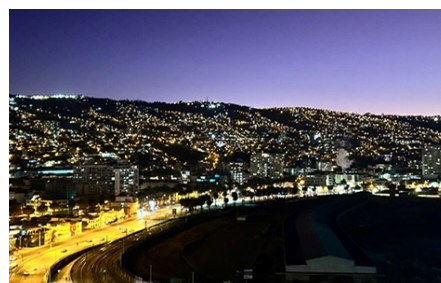
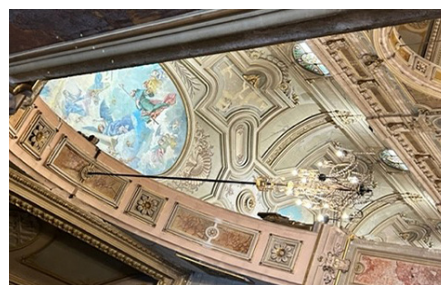
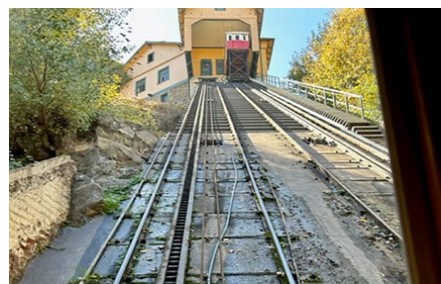
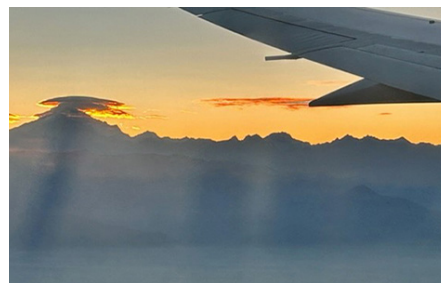
**What did you like most about the destination or trip?** The people. Chileans were so kind, friendly, and helpful! Chile is gloriously colorful, youthful, literate, and filled with culture.

**Did anything surprise you about the destination or trip?** How at home we felt! And how much more there is in Chile left to explore.

**Would you recommend this destination or trip to others? Why or why not?** Yes! The Chilean people are so kind and warm and there is so much natural and artistic beauty to inspire you!

**What should people be aware of about the destination/trip before going?** Driving is easy—highly recommend renting a car if you will be outside of Santiago. Public transportation is great in Santiago!

**Would you do it again? Why or why not? What would you do different, if anything?** Definitely! We definitely want to visit the Atacama Desert, Patagonia, and the lake district! House-hunting (hopefully!) in Santiago or Valparaiso. 🏠





# Moving On

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**Name:** Angela Bédard

**Most recent position:** Senior Financial Analyst, Modeling & Analytics

**Division:** Division of Resolutions and Receiverships (DRR)

**Location:** Headquarters

**When and where joined the FDIC:** I joined the FDIC in 2012 in the Dallas regional office, after fifteen years in the private sector

**Other experience:** I started my career in banking with Sunbelt Savings and Loan where I developed information systems to analyze legal expenditures related to Owned Real Estate. I performed contract administration at the Resolution Trust Corp and was later recruited to Citigroup as Manager of Credit Card Collections technology. My professional experience includes risk management, strategic planning/analysis, process reengineering, acquisition integration, and system design/implementation.

**Career highlights:** I acted as a branch managers at bank closings, worked

on numerous interdivisional projects and had many unique experiences. I led DRR's communication goal in 2021 resulting in a revised intranet website and communication strategy. I helped to launch the Partnership of Women in the Workplace (POWW) in the Dallas region and continued to contribute while working at Headquarters. One important POWW project was assisting indigent women to learn financial literacy through the Money Smart program. I acted as a facilitator for Leadership 101 for several years which gave me the opportunity to influence new employees across the Corporation.

**Retirement date:** May 31, 2023

**Plans for retirement:** I will be very active in sports. My next vacation is the Aspen where I will do whitewater rafting, hiking and horseback riding. I plan to travel throughout the US and internationally. My first big trip is to Italy for a "Culinary Tour of Tuscany" where the group will learn to make pasta with an



Italian chef, participate in cheese making and tour vineyards. Back at home, I will play golf in a women's league and write articles for Travel & Leisure magazine. 🏡

## In Memoriam

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**Scott S. Patterson**

*Senior Review Examiner, RMS*

Scott Samuel Patterson, age 62, passed away unexpectedly at home on Wednesday, March 15, 2023. Scott loved spending time with his family, playing and talking with his pets, laughing at a good joke, going for a run or to the gym each morning, and reading historical books quietly in the evenings.

Scott was born on December 8, 1960, in Weirton, West Virginia, to Delbert "Pat" C. Patterson and Helen M. (Leidner) Patterson.

While growing up, Scott loved the trips that he took with his parents each summer, particularly those to historical battle fields and Walt Disney World in Orlando, Florida. These trips instilled in him not only a zest for adventure and travel, but also a love of history.

After graduating from Brooke High School, Wellsburg, West Virginia, in 1979, Scott attended the University

of West Virginia, Morgantown, West Virginia, where he graduated with a Bachelor of Science degree in Geography in 1983. Subsequently, Scott attended West Liberty University, West Liberty, West Virginia, where he earned a second Bachelor's degree in Business Administration in late 1984. After taking a few courses towards his Master's degree in Business Administration, Scott was offered a position with the Federal Deposit Insurance Corporation (FDIC) in January 1986. This would be the beginning of a 37-year career with the Federal government, 35 of which were spent with the FDIC.

During his time with the FDIC, Scott worked as a Bank Examiner in the Orange County, California, and Syracuse, New York, Field Offices; was promoted to Team Leader while working in the Pasadena, California, Field Office; and served as a Review Examiner and Senior Review Examiner after relocating to the



**Scott S. Patterson**

Washington, D.C., Office. While working in Washington, D.C., Scott analyzed problem bank cases, presented cases to the FDIC Board of Directors, became an expert regarding enforcement actions

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see **Patterson**, page 15



# In Memoriam, *cont.*

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**Patterson**, *from page 14*

against problem bankers, and provided technical assistance to new and established co-workers. Scott's calm demeanor and extensive technical knowledge made him a valuable resource to many people at all levels within the Division of Risk Management Supervision.

When Scott relocated to Washington, D.C., in January 1998, he met Patricia "Patti" Ryan, who also worked for the FDIC. The two agreed that when their hands met during their first introduction, it was love at first sight. Scott and Patti packed years of conversation into three and a half months and were engaged in May 1998. The two married just over a year later in May 1999, in Vienna, Virginia. Scott introduced Patti to Walt Disney World during their honeymoon, and the theme parks became one of their favorite destinations, especially after the birth of their son, Jackson, in 2002.

Walt Disney World wasn't the only traveling that Scott completed during his lifetime. In the summer of 1997, Scott traveled to Africa for a safari where he enjoyed the people, customs, and food, and took some spectacular photographs of the scenery and wild animals. In 2000, Scott and Patti traveled to Australia

shortly after the Summer Olympics, and enjoyed three weeks traveling between Sydney, Melbourne, Brisbane, Adelaide, Canberra, and Cairns. While in Adelaide touring the Ayres House, Scott and Patti were invited to sit, drink champagne and eat strawberries and clotted cream, and watch the running of the Queen's Cup. And while in Cairns, Scott and Patti took a boat to the Great Barrier Reef and spent three days and two nights exploring the undersea world. The couple had many, many other incredible trips — London, Paris, and Montreal to name a few, but the best trips were as a family -- skiing in Utah, Colorado, and Montreal; attending the 2010 Winter Olympics in Vancouver, British Columbia; and taking countless trips to Walt Disney World and Universal Studios. In 2019, Scott and Jackson also traveled to Normandy, France, to visit the World War II battle sites in anticipation of the 75th Anniversary of D-Day and then continued on to Reykjavik, Iceland, because Scott had always wanted to see the puffins, fjords, and thermal springs in person. It was the trip of a lifetime.

Scott's other family members, whom he dearly loved, were his pets. His first cat, a calico named "Callie," was his

princess for 13 years. After she passed away, he adopted an older cat named "Kiki." Jackson didn't think the name fit the little Munchkin Tuxedo cat, so her name was changed to "Hostess." Hostess was Scott's constant companion for eight years until 2022. In 2021, Scott rescued a 2-year old Blue Tick Coon Hound/Beagle mix named "Peggy." Peggy's adoration of Scott was returned ten-fold.

Scott was so looking forward to retiring and moving to Bradenton, Florida, where he planned to play golf, swim, run, grill steaks in his new outdoor kitchen, take Peggy on long walks, and "live the good life" with Patti.

Scott is survived by his wife, Patti; his son, Jackson; his brother-in-law, Timothy Ryan (Bennington, Nebraska); and numerous cousins and friends.

Although no funeral service will be held, at Scott's request, a celebration of life gathering will take place in the Herndon/Reston/Ashburn, Virginia, area at a later date. In lieu of flowers, donations can be made in Scott's memory to the Marine Toys for Tots Foundation ([www.toysfortots.org](http://www.toysfortots.org)). 🏠