

# Jusline Sayegh

## IT Business Analyst

### **Why did you decide to join Air Products?**

I joined Air Products as an intern. At the time, I was new to my field and a bit afraid that I didn't know enough about it. From the first day I started working for Air Products, the people were very supportive; they loved my passion to learn and provided me tools to learn, build my confidence, and be successful.

### **Why do you love working at Air Products? What is it that keeps you working at Air Products?**

I don't feel limited to the responsibilities assigned to me. If I am interested in exploring or learning something new, I'm given the opportunity to learn it and receive the needed training. I'm challenged on a daily basis and am never bored.

### **Please describe (in brief) your career with Air Products to date.**

My career to date mirrors my passion for learning new things.

In my first summer intern assignment, I managed a new desktop offerings engineering pilot for the electronic windows project and performed operating system installations. In my second intern assignment, I developed a visual ticket tracking system using Google Maps technology and traveled to California with the network team to install data and voice network hardware.

In my first CDP assignment, I delivered new services and maintained existing services, including working with outsourced partners on sell/fulfill applications for SAP and non-SAP systems. Next, I traveled to Air Products plants in the U.K. and Central Europe to support Go-Live activities for mobility-based applications for both Air Products and its agents. In my final CDP assignment, I worked with senior organization leaders to develop proactive diagnostic systems to improve IT and security performance.

I am currently involved in new system development and enhancement to already existing systems. I am learning the SAP Sales and Distribution module and am part of a pilot for DevOps—cutting-edge software development methodologies and delivery processes that we will be adapting for use in many projects.

### **How does what you do contribute to sustainability?**

As part of a project to redesign our online ordering system into something more user friendly, dynamic and evolutionary, I am providing customers with a better website experience. The

improved ease of use is also helping us to grow our business and improve profitability. This year, we are working to further define the existing application and develop additional online capabilities.

I also like to coach. I have been involved in a number of one-on-one and small-group volunteer opportunities in the community. My greatest passion is working to encourage those facing challenges to never settle ... to keep working hard and never think that where they are currently in their life is all they can achieve.

**What is the most intriguing/satisfying thing you've been involved in since you've been at Air Products?**

This would have to be the assignment where I created my own assignment. Basically, I shared my interest in learning more about our businesses, including plant visits, with someone in the business area. He found a project that needed resources and would appeal to my interests. I actually left IT for a year and joined the business area. I loved this assignment; I was able to travel and work directly with colleagues working in other countries.

**What career advice would you give to those just starting out in their engineering career?**

Don't be afraid to ask questions and explore. At Air Products, this sort of thing is encouraged. Don't limit yourself. Ask questions and show interest. I would also add that the one constant in my otherwise diverse career has been the need for project management and problem solving skills. If you plan to pursue a career in IT, you should do everything you can to build or strengthen these important business skills.