



HARNESSING TECHNOLOGY & CHANGING LIVES

The Stride Center Newsletter

March 2010



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Concord Instructor Norman Trudeau

Instructors play a key role in the development of Stride graduates. Norman Trudeau has made a significant impact in the lives of students preparing them for technical training and

a new career in IT.



A bit about Norman's journey the Stride Center in 2007. A native New Englander, his first introduction to computers started in high school and since then has never looked back. Soon after graduation he got a job in computers at that same insurance company he toured in high school.

After a two year hitch in the Army, he settled down in northern California and continued his work in the computer industry.

He worked mostly for service bureaus providing the computer power needed in those days. In the early days of big computers (mainframes) there were no schools set up for training. Norman says, "We used what was referred to as "train the trainee". This is where I began my love for teaching. Over the last 15 years I have focused on training to the beginners in the I.T. field."

Early in the 1980s he got involved in data communications. He found great pleasure in installing all kinds of communications equipment in a number of companies in the financial district. This led to more and more challenging opportunities. He eventually became a network manager for a major bank and later he was transferred to Curriculum Manager.

In 1997 he began to focus all his efforts in just the Personal Computer (PC) training. This is when he began teaching at the Stride Center. Since then, Norman has taught all entry, intermediate and advanced courses. Norman continues to teach our A+ Certification class and focuses on helping our students get ready for their new journey as IT professionals.

Graduate Felicia Grant

Felicia Grant is a student determined to find her niche in the IT world. She just landed her first IT job at Cytiva/Sonic Recruit (www.sonicrecruit.com) assisting customers with IT issues and is on track to success!

Liliana: When did your love for technology start?

Felicia: I worked for a software company called Winterlink the summer of 2004. I was still in high school then. My mother has worked in the IT industry for many years. I have always wanted to follow that path. Just last year I started attending classes at the Stride Center. My goal is to activate the passion I have always had for computers.

Liliana: What was your experience here at The Stride Center?

Felicia: My experience has been the best nine months of my life. I came into the program only expecting to learn a little, but really I gained so much more. I now have a family of people who were supportive and caring. We spent hours every day together teaching each other and building relationships that will be long lasting. The Stride Center is more than just a training program it is truly the essence of the word family.

Liliana: What kind of hardships and successes did you have while you attended The Stride Center?



Felicia: One of the many hardships I had while attending the Stride Center was being out of work and still trying to do all that I could to support my family. I was faced with decisions of dropping out and looking for work full time. The Stride Center was in my corner the whole way through. I am proud to say that I am now A+ Certified and on my way to become MCDST certified.

Liliana: Talk about your experience when you were landing your new job

Felicia: My experience was similar to that of a rollercoaster ride. I interviewed three times once by phone and twice in person. I was nervous with the on-the-spot questioning but I had done my homework the night before and came as prepared as I could have been. I would say my nerves were shaken when I was asked to complete a role play demonstrating my technical skills in front of a panel of people. In all I took a deep breath and demonstrated to the best of my ability my technical skills.

Liliana: What are you are doing now?

Felicia: My job now is to provide tech support to customers having trouble using the software Cytiva/Sonic Recruit has implemented. I handle both e-mail and phone support. The environment is great, everyone is very helpful and supportive.

Liliana: How do you relate your job now at Cytiva/Sonic Recruit to the Stride Center?

Felicia: I relate my job at Cytiva/Sonic Recruit to the Stride Center simply by the people working here. The spirit and energy is very high here and everyone is willing to help everyone, as it was the same way at the Stride Center. It also allows me to showcase the skills and knowledge I have learned in the past nine months of class.

Liliana: What are your hobbies?

Felicia: I love to write. I am an author in my spare time. I am very proud to say that my very first novel entitled "Mystique" will be available soon.

NEW administrative office in Oakland

The Stride Center administrative team is now comfortably in the new office in downtown Oakland. The training class and ReliaTech continue in the same location in San Pablo. The new facility triples the training capacity in Oakland so that we may reach even more individuals and families. Feel free to come visit!

1212 Broadway Street, Suite 400
Oakland, CA 94612
510.234.1300



Randy is getting hands on experience in our new lab!

Opportunity Partner: Techworkers



The Stride Center is proud to announce our opportunity partner, Techworkers.

Thank you, 8x8



8x8, Inc. 8x8, Inc. generously contributed the telephone systems to The Stride Center new offices. A leader in VOIP, we are thrilled they are a partner to us serving all communities in California.

Welcome new Stride staff members!

The Stride Center wants to welcome new staff members:

Miguelle Lee- Progress Richmond Project Coordinator

Xochitl Vargas- Receptionist/Training Administrator

Frank Wiley- IC3 Oakland Instructor

Willie Lockett- A+ San Pablo Instructor

Leslie Pitts III- IC3 San Pablo Instructor

Special Thanks to ThinkTech Labs



Think Tech Labs helped The Stride Center adopt and integrate Salesforce as a data management and CRM tool. With their product knowledge and commitment to the social benefit sector it has been and continues to be a good match for us.

ThinkTech Labs holds a social [mission](#) near to their business model. They work with many nonprofits. We are proud to share the template of our database structure for any workforce organization to borrow for implementation.

Hire Stride Candidates Using Federal Cash



You can hire technical support and Stride Center graduates through one of these employment subsidy programs. We can show you how. Contact Liliana Melano, Student Relations Manager, at the Stride Center, (510) 234-1300 ext 106, liliana@stridecenter.org

ARRA/Federal Stimulus Program- Subsidized Employment Training Programs- Up to 6 months subsidy, county programs vary.

ENTERPRISE ZONE TAX INCENTIVES

The California Technology, Trade and Commerce Agency designated economically depressed areas in California-Enterprise Zones-to encourage and stimulate growth, development, and investment in the area. Taxpayers who invest, operate, or locate a trade or business within an Enterprise Zone may be eligible for special tax incentives such as hiring credit.