

PCS TechNEWS

Pittsburgh Computer Solutions

Special Edition

Pittsburgh Computer Solutions 451 Valleybrook Road Suite 200 McMurray, PA 15317 724-942-1337

Getting To Know The "PCS Team"



David Deuerling
Chief Technology Officer

David has been active in the IT industry since 2001. Since the age of 17, David has held management positions in restaurants, retail, and IT companies. With over 20 years of customer service experience, David has developed a strong passion to take care of his clients.

David started with Pittsburgh Computer Solutions in 2005, but as a part-time technician. Through the years, David worked his way up the ladder to now being the Chief Technology Officer. David continues to be an integral part of the company's growth and hopes to help continue the expansion of the business. David resides in the South Hills with his wife Lori, and his two boys, Tyler and Joshua.

Inside this issue

Brandon Ansell	2
Ian Miller	2
John Botticchio	3
Lorraine Caruso	3
Christi Balint	4
Susan Haas	4

Special points of interest

Coming soon...

PCS
Referral Rewards Program



Brandon Ansell *IT Operations Manager*



Brandon got his start in IT by working for a large Non-Profit that is based in Washington and Greene County. He started there after being hired on directly from an Internship.

While there he learned many valuable skills that helped him grow into the role of Database Administrator/Junior Systems Administrator. After a period of time, he moved into a role with an international company based around water purification. During his time as a Junior Systems Administrator, he delved into the world of high end virtualization and SANS

(Storage Area Network(s) in addition to using his existing knowledge to manage the Windows based infrastructure.

Finally, he moved into a Senior Network Technician role with PCS and helped to grow the business into the world of Cloud Services and Virtualization. Brandon has proved to be so valuable that he was promoted to IT Operations Manager where he continues to provide excellent customer service and network build-outs, in addition to managing the internal operations of the technical team.

Ian Miller *Senior Field Technician*



Ian Miller has been passionate about computers ever since Santa brought him a Commodore 64 on Christmas day, 1987. Witnessing the birth of the internet in the early 90s and tinkering with computers throughout high school, his fascination with the rapid evolution of technology led him into pursuing a career in information technology. Ian attended Pittsburgh Technical Institute from 1997 to 1999 to obtain his associates degree. While doing so, he also worked part time at Pittsburgh Technical Institute as a student teacher during the afternoon shift helping other students setup test networks, computer builds, website design and other programming projects.

After graduating, Ian went straight into the work force in October of 1999 and has only been employed by two companies since then, showcasing his loyalty to his employers and their client base, treating their problems as his own. While working full-time in 2002, Ian furthered his education by returning to PTI for 18 months, attending night classes to obtain his MCSE. Throughout his years of experience, he has gained a wide array of skills that cross the entire spectrum of IT. From odd jobs such as repairing optical storage jukeboxes in huge datacenters, to the typical virus removal on your neighbor's computer and everything in between.

Ian has been a part of the Pittsburgh Computer Solution's team since 2010. He continues to service his clients' needs on a personal level, treating their problems as his own and seeing them through until they are resolved. Due to the dynamic and constant changes in this industry, he is always reading up on the latest cutting edge technology of tomorrow.

In his spare time, he enjoys building custom computers for friends, family and himself, putting those computers to the test with the latest in gaming world, and shares the same enthusiasm with his two daughters who always try to outplay him, while keeping him young at heart.



John Botticchio started in the IT industry when he began enrollment at the Pittsburgh Technical Institute. After graduating PTI with a dual major in Network Administration and Security Forensics, he began to work at Pittsburgh Computer Solutions.

John started with Pittsburgh Computer Solutions in 2008 and quickly rose into the position of Senior Field Technician. He prides himself on his work

and customer support, always taking the extra step to ensure customer satisfaction. He continues to play a very important role in the success of the company.

John Botticchio
Senior Field Technician



*“An engineer by degree and a statistician by trade, my true vocation is to provide **BALANCE & SUPPORT** to every relationship I enter.”*

Lorraine B. Caruso *PCS Finance & Administration*



I've spent my lifetime in Pittsburgh and have humble family roots in Oakland's Panther Hollow. I was raised in the city neighborhood of Brookline, attended Resurrection Grade School. I graduated from Pitt's School of Engineering in 1983 and began my industrial engineering career within Mellon's management development program. During my years at Mellon, I developed a wealth of knowledge related to backroom operations, call centers, information management, user acceptance testing, cash management, finan-

cial planning, new business implementation, auditing. . .All skills readily applied to my current position at Pittsburgh Computer Solutions. But non of these is more important than the skill of providing **BALANCE & SUPPORT**.

In '96, I took a 13 year break from my professional career to enjoy the rewards of being a stay-at-home, full-time mom. Together with my husband, Sam, I raised two beautiful children; Thomas (27) and Martina (25). Early on, Sam and I learned the importance of **SUPPORTING & BALANCING** his “get it done” and “nothing is impossible” entrepreneurial spirit with my engineering propensity to “listen, study, research, analyze, double check, THEN proceed.” I'm proud to share that Sam (in partnership with his brother), has begun his 35th year of being a successful entrepreneur. The key to his ongoing success...**BALANCE & SUPPORT**.

In 2009, when Marty Stranges, founder and then Owner/President of PCS, asked me to join the staff at Pittsburgh Computer Solutions, I realized that my vocation might

just be to provide **SUPPORT & BALANCE** to successful entrepreneurs who are **GREAT** at their trade. With Marty's trust and latitude, I worked behind the scenes to support the PCS Team as they doubled their revenues without incurring debt! Our PCS business model continues to be focused on maintaining healthy client relationships that result in satisfied client referrals. We're proud to share PCS experienced double digit growth, 4 of the last 8 calendar years. We are committed to expanding responsibly, via satisfied client referrals and no debt. We've formed a committed team which is **SUPPORTIVE & BALANCED**.

Outside of work I enjoy spending time with extended family and volunteer at various organizations. I will forever value knowledge and actively endorse Dave Ramsey's Financial Peace University series. If you haven't heard of it—check it out!

What's your secret to success? For me it's all about successful relationships. Stable relationships that provide **BALANCE & SUPPORT**.

"I truly enjoy working at Pittsburgh Computer Solutions due to my interaction with great customers and co-workers!"



Christi Balint

Accounting & Administration

I was born and raised in Pittsburgh, PA, reside in the South Hills and am the proud mother of three boys, Ryan, Tom and Matt. My interests are spending time with my family, cooking and gardening. In the beginning of my career, I was excited to enter the retail profession. I worked for 13 years in a retail environment in various department and manager positions with several companies. I then became a small business owner for 22 years in the floral design

market. My business, *Christi's Creations*, manufactured dry floral arrangements for retailers, residential and commercial clients throughout Southwestern PA. It was in January, 2014 that I accepted a position with Pittsburgh Computer Solutions as a receptionist/customer service representative. In addition to those duties and due to my small business experience, I recently assumed a role in our accounting department assisting with a variety of day to day responsibilities.



Susan Haas

Sales & Marketing Director

Susan is an accomplished artist whose career began at the ripe old age of 10. Her first set of oils were the spoils of a bribe from her sister, urging her to complete a history assignment she had been procrastinating on. That's all it took to ignite her creative spirit! While attending Our Lady of Grace school, Susan was encouraged by the nuns to participate in an art competition. She went on to win the prestigious Fire Prevention Poster Contest of Allegheny County! She was crowned queen, escorted by Smokey the Bear and the Fire Chief,

and took a memorable ride on the back of their firetruck. Success was in the cards for Susan! Many years later she attended The Art Institute of Pittsburgh and received her Associates Degree in Visual Communications. Susan continued on for a few years as a freelance illustrator for several Pittsburgh based businesses. At that time she also enjoyed competing and placing in many juried shows across the country, landing her work in several noteworthy publications.

Fast forward to the Fall of 2013, Susan accepted a part-time receptionist position with Pittsburgh Computer Solutions. About 6 months into the job, she was asked to take on something she had never done before...sales and marketing for an IT company. Susan has since been responsible for contributing to the company's client base and after a considerable amount of molding, handles the branding of PCS. With an eye for design and becoming adept at using digital software as her medium, she is

responsible for all aspects of PCS marketing material from designing and production, to distribution. She also enjoys running the helpdesk in the mornings enabling her to support and connect with customers, with care and concern. Susan credits Pittsburgh Company Solutions for creating a culture of working hard, doing your best and always remembering to deliver excellence in customer service.

Susan resides in North Huntingdon, PA with her fiancé Damiano Pasqualino and her Siamese cat Lily. She is mother to son Peter, daughter Alexandra and grandmother to Molly. Peter is a successful small business owner and a proud new father to 6 month old Molly. Alex joined the Airforce in March of 2016. Following her studies in Arabic, she will graduate this fall becoming a cryptological linguist and will be stationed for the next 4 years in San Antonio, Texas.

