

## Interview with Lilly Berhane, May 11, 2016

Lilly Berhane is the very outgoing and friendly Manager of the Technology Support Center on campus which means she supervises our student technicians. She also works with faculty and staff and says she really enjoys her role helping to solve technology problems. She has worked in the iCIT area at UW-Whitewater for about a year and a half. Prior to coming to UW-W, she worked for several years in downtown Milwaukee as a Lead of a Technology Service Desk. She received her undergraduate and master's degrees from Concordia University in Mequon.

Lilly grew up in Ethiopia, one of seven siblings. She has five sisters and a brother. Her father is a retired pilot and her mother owns a travel agency. Lilly loves to travel and has visited 16 countries and 26 states in the U.S. It is hard to believe that English is actually her second language (her first is Amharic). She is the first in her family to complete a master's degree but her sister is close behind, currently working on her Ph.D. Education is very important to Lilly as is her career.

When she is not working, Lilly enjoys volunteering for Big Brothers/Big Sisters and Best Buddies. She also enjoys being with friends and family. She has sisters who live in Illinois and Kansas. Other family members visit often.

Time and again Lilly mentioned people when asked what she likes about her job, what makes her proud and what she likes about UW-W and the city of Whitewater. She enjoys leading her student employees through their transitions as they learn and grow as employees, helping them with managing the balance of work and school. She also enjoys meeting the wide variety of people she comes into contact with daily. She enjoys the diversity at UW-W with the many cultures, ages, and other social and economic variety represented in the students, faculty and staff. She also enjoys living in Whitewater and calls it "a quiet, friendly town".