Indiana University

Client Services and Support

April 2020

Associate Vice President
Cathy O'Bryan

Client Support
Momi Ford, Director

Client Services
Jacob Farmer, Director

Office VP of Research
Carl Rhine, Senior Executive Director of IT

Support Center and Knowledge Management
Jamey Brooks, Interim Manager

Support Center Front Line
Vacant, IUB Asst Mgr/Nicole Lyon, IUPUI Asst Mgr

Dustin Altman
Andrew Baker
Jonathan Baker
Ian Barclay
Matthew Brown
David Bryant
Amy Chapman
Jonathan Davenport
David Goldberg
Colin Hampton
David Harden
Daniel Jones
Dan Kercher
Micah Marx
Cory McPheeters
James Moyer
Andrew Osborne
Bailey Patchett
Dominic Richardson
Zak Salter
Thom Scott
Sam Shrader
Nathan Snyder
Kirby Stout (50%)
Katelin Vesely
Caleb Zogorski

Support Center Tier 2
Morgan Menden, Interim Assistant Manager

Heather Bowland
Colin Boyll
Christine Conklin
Abe Dashiell
Travis Durnal
James English
Jake George
Rene Gonzalez
Barbara Hanes
Rose Ann Hasty
Patsy Hendrickson
Kimberly Herman
Tracy Hollon
Eric Knipstine
Morgan Menden
Josh Ratzburg
Dawn Shanks-Lynch
Natalie Smith
Kirby Stout (50%)
Tiara Washington

Support Center Quality Assurance Training & KM
Chris Payne, Manager

Paul Brown
Chris Haugen
Anne McDaniel
Victoria Neely
Amy Price
Julie Thatcher
Elizabeth Venstra

Contact Center
Kaye Davidson, Manager

Summer Beeman-Fonseca
Austin Clouse
Sandra Cunningham
Brian Erdmann
Michael Finnell
Katelyn Inman
William Johnson
Tenicia Manuel
Mary Moran-Gilreath
Lula Robertson
Catherine Watness
Kattie Wickersham
Linda Wray
Jennifer Wright

Executive and Internal Technology Support
Joe Husk, Manager

Andrew Aldea
Greg Brenner
Aaron Buck
Matthew Headley
Brandon Kean
Daniel Marple
Anthony Mast
Cody Miracle
Chad Parsons
Chris Sexton
Carl Short

Technology Center Consulting
Marsha Egan, Manager

Jared Drake
Zebulun Ehringer
Kirsten Jackley
Helen Malin
Alex Myers
Teresa Pearson
Kristie Solliday

Chart includes appointed staff only. See http://uits.iu.edu/scripts/ose.cgi?ltxt.help.