

Support Professional of the Year (Vendor)

Dawn Patrick, Numerix

An average day for Dawn Patrick, COO and winner of the support professional of the year (vendor) category, entails managing the company's day-to-day operations, driving projects forward and resolving inefficiencies. As someone who prefers to work behind the scenes, this year saw Patrick's hard work and performance in 2017 take center stage.

As COO for over five years, a pivotal part of her role is to work closely and support Numerix CEO Steve O'Hanlon. But last year in particular saw her overcome significant challenges in areas such as human resources, growth disruption, the acquisition of TFG Financial systems, and ISO compliance. "My job is to evaluate whether we are as nimble as possible—when do we have to put process and policy in place, how does that affect the overall operation, and what is the cost basis for any change we are going to engage in? Those are the critical things when you are growing a company and the company is growing relatively fast," Patrick explains.

During Numerix's March 2017 acquisition of TFG Financial Systems, Patrick was responsible for ensuring the smooth transition of personnel, allocating support where necessary, removing inefficiencies, and establishing fluid integration. "TFG is a very small company and they didn't have a lot of the departments that we have. They didn't have quality assurance, they didn't have support, they didn't have documentation, and their developers were engaged in doing all of this work, which was not very productive for them because it's much better for developers to be developing. So one of the first things we had to look at was how could we assist TFG in becoming part of the Numerix culture and taking away those points of operation that really weren't necessary for them to have."

Patrick joined Numerix in 2004 and over the ensuing 14 years has played a crucial role in diversifying the workforce. There were 40 employees when she started with the company, only four of whom were women. Today, in no small part due to her involvement, Numerix's headcount is 330, 48 percent of whom are women and 35 percent of whom do not identify as Caucasian. "Part of moving forward is to make sure that when a person is evaluated for a job at Numerix, they are evaluated on their merits and that we reach out to the largest pool of personnel in order to make any hires, and expand so that we are always looking at who is the best fit," she says.

—JG



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