

Mr. Ed Fritts, Budget Analyst, Teksouth Corporation

At Teksouth, customer service is first priority, before, during, and after project completion. Business approach relies on: Customer focus and service; Listen, Assess, & Respond. We are large enough to perform major federal projects, yet nimble and remain customer centric. We provide technical and engineering depth & continuity, 92% staff retention rate. Our staff understands business processes and translates that knowledge to IT solutions that are on the cutting edge.

RECENT REVIEW: Mr. Ed Fritts, has a huge fan base, longer than the Gaslamp District in San Diego. He amuses and entertains with his warm and friendly personality, while providing useful tools that ordinary users, like me, would have to learn the hard way.

How many times have we hit the Help button and scrolled down numerous links in search of an elusive answer? And just when we think we've found the answer, using it to resolve the issue at hand can be frustrating. Then we resort to doing it the long, hard way, the way we swore under our breaths we would never do again if we could help it.

The entertainment portion of Mr. Fritts's presentation began with two short videos. The first one was of an Air Force Academy cadet who liked to dance to a catchy tune, something obviously witnessed by his roommate on a previous occasion.

This got Mr. Fritts's audience going (me and the rest of the front row for sure).

Mr. Fritts really had only one slide to show, and that was the slide that listed the different things he wanted to share with us. Over the years, he has amassed a collection of Excel tips, and he demonstrated some excellent examples to the group.

For answers that could not be easily demonstrated, Mr. Fritts included a PowerPoint presentation that takes a novice through the steps to get to the solution, each step accompanied by a screen print of what one would actually see after selecting a button. There were at least 35 such "how-to's," some of which will probably come in handy before Microsoft® Office becomes extinct.

The next part of his presentation was a laundry list of status of funds presentations and other tools that various users have sent to him, because at one time they had sat through a class taught by Mr. Fritts. These people were inspired to do bigger and better things after learning the basics from Mr. Fritts, whose motto is "Financial managers helping and training other financial managers."

What makes Mr. Fritts so enthusiastic about teaching and sharing these tools? He gets satisfaction and inspiration when he sees someone's face light up upon discovering that he or she—Mr. or Ms. Ordinary Citizen, not the savvy computer techie—can really do the task. I've heard testimonials that some of his "converts" have actually wept with joy at accomplishing the task. Putting myself in his shoes, I'll have to admit that that would be a reward in itself.