



Tennessee Student and Graduate Profile

Betty DeSeck had 17 years of experience in the banking industry when she decided to return to school. She had been working for First Tennessee Bank in Memphis since 1986, first as a teller, then as an ATM specialist, and ultimately as a help desk agent through IBM.

In 2003, her contract was ending and Betty knew it was time to pursue something new. “Being a 40-year-old female without a degree made the prospect of finding comparable employment seem pretty grim,” Betty recalls. Since IBM monitored the bank’s network and provided desktop support, this pointed Betty in the direction of a technology degree, and she enrolled in the IT generalist degree program at Southwest Tennessee Community College (STCC) in Memphis, Tennessee.

Betty signed up for the Cisco® Certified Network Associate (CCNA®) course to fulfill a degree requirement, and became a Cisco enthusiast during the first semester. In her words, “The course challenged me and brought me over a learning curve I had never experienced. The way the content was written and labs were taught made me think in a different way.”

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Betty DeSeck

After Betty experienced learning “the Cisco way,” she was hooked. “The Cisco Networking Academy® measures not what you’ve read, but what you understand and can do,” Betty explains. “It builds conceptual and technical understanding. When you’re taught how to do something, it’s a deeper learning experience and it produces consistent performance.”



Shortly after returning to school, Betty was offered a position as an enterprise technologist III at First Tennessee Bank, which had become First Horizon National. She moved into the enterprise technology division of the bank, monitoring their ATM, server, switch, and router environments, while attending school.

“I finished all of my degree-required classes in December 2005,” Betty recalls, “but I wanted to complete the Networking Academy courses, and did so in May 2007.” The additional work allowed Betty to earn an IT communications degree rather than an IT generalist degree. She obtained her CCNA certification in April 2006 and graduated summa cum laude the following month.

Betty has recently taken on additional responsibilities which allow her to apply her CCNA networking knowledge in a LAN environment and provide second-level desktop and application support to more than 500 users at the check processing center. She has also been tasked with providing remote support for the bank’s switches state-wide. “Although my title stayed the same, I earned a raise and an opportunity to broaden my skill set,” says Betty. She plans to enroll in the Cisco Certified Network Professional (CCNP®) classes to expand her certifications.

“Having met the Cisco challenge is a source of encouragement for me,” adds Betty. “I’m a mother of three who finally completed college. There is no stopping point now. I am not limited. I can do anything.” Betty recently completed her

Networking Academy instructor training and is teaching in the continuing education program at Southwest Tennessee Community College.

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To learn more about the Networking Academy at Southwest Tennessee Community College, visit www.southwest.tn.edu



Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Europe Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: +31 0 800 020 0791
Fax: +31 0 20 357 1100

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