

THE NAVIGATOR

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The Other Side: We Are People, Too

Staffing Industry Review Guest Author: By Benjamin Wright

Treating temps as humans rather than a strategy is rewarding

(Staffing Industry Review, July/August 2014)

My experience as a temporary worker has been deeply personal. Beneath the kaleidoscopic matrix of the economy, the job market, global trends and exponential technological advancements, the basis of working as a temp is built on one's life choices and circumstances.

I have worked as a traditional employee about as much as I've worked as a temp. From my experiences, working as a permanent employee is better. I know there are some people who actually prefer the life of a temp, and I take my hat off to them. I, on the other hand, have worked as a temp in order to support myself while seeking full-time employment; almost every fellow temp worker I've known is in the same boat. Silicon Valley is an unusual work environment, a migratory hub for geniuses and savants, but it's also rich with a huge array of regular people.

I'm one of those regular people. I'm skilled, experienced and a professional, but I'm not a wizard. I don't dream computer code, I don't have any ideas for the next killer app, and I don't have a stock portfolio. I'm a temp. I'm a talented, creative, spontaneous, gregarious, anxious temp. What I'm trying to say is, I'm a human being.

That's what's so strange about being a temp (or a "contingent worker," as the staffing industry calls us) that tension between the human element and the business world. Every one of us has experienced the same feeling of alienation that the corporate world thrusts on us. Such is the human condition.

I've had many assignments where I've been greeted warmly, supported patiently, and enjoyed acceptance and encouragement. Working with fellow human beings can be wonderful! There's community, accomplishment, camaraderie and rewards.

At the same time, though, there's no security, no stability, no sense of truly belonging. There's the feeling of being needed, yes, but also the sense of being used. The life of a temp is one of transience, a life of coming and going, learning and leaving. In temping there's much to gain but also much to be lost.

(Continued on Back)

Five Tech Skills Gaining Speed (*ITBusinessEdge.com*)

Tech employment continues to thrive and outpace job growth in other non-tech-related areas, consistently posting an unemployment rate that's less than half the national average (3 percent vs. 6.2 percent for Q2 2014). However, given the ever evolving nature of technology, it's not surprising to find that some tech-related skill sets have done better than others. So which technology skills have ridden the wave to the biggest increases over the past year?

It's no surprise to see Big Data and other data-related skills leading the pack. After all, data is the life-blood of business. Here are the 5 fastest-growing tech skills, year-over-year, as identified by job boards.

Big Data - Big Data continues to be an ever-bigger deal across industries ranging from pharma to health care, defense systems to video games. The tech professional who can manipulate this data best stands to collect most in the future.

Puppet - The open source IT automation tool of the moment is anything but child's play. It has gained a foothold with some of tech's biggest players and **Puppet Labs** completed a \$40 million round of investment funding in mid-June. Dice expects tech professionals with this content management experience to continue to be on hiring managers' wish lists into the future.

NoSQL - As mobile apps multiply and Big Data and the cloud gain even greater acceptance, NoSQL databases have picked up speed in the marketplace. Professionals savvy in this data management skill enjoy its flexibility, efficiency and agility, which are the very competencies companies look for from the tech pros who are proficient in NoSQL.

Hadoop - As more and more businesses seek to analyze and interpret massive amounts of stored information, this open source Apache framework will continue to gain traction. Hiring managers use job boards to find Hadoop professionals who also have NoSQL and Big Data experience.

Cloud - A recent survey by **Intuit** predicts that 78 percent of U.S. small businesses will be fully adopting the cloud by 2020, as compared to 37 percent today. As cloud computing grows, job opportunities should soar as well.



*TCM is pleased to offer a special referral bonus program for the referral of **NEW Client Hiring Managers!** If you provide the name and contact information of a hiring manger that TCM hasn't worked with and TCM places a consultant under that manager, you may be eligible for the Referral Bonus! Bonus prizes range from an iPad Mini, iPad, iPhone 6 or iPhone 6+! Referral Bonus details can be found on our website at: <http://www.tcm1.com/client-hiring-manager-referrals>*

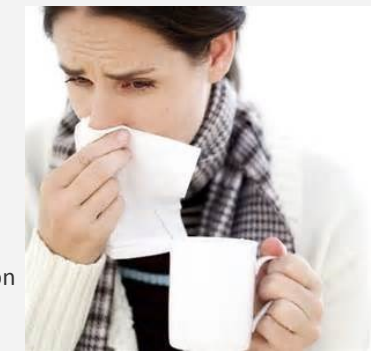
Four Pointers for Flu Season Etiquette at the Office - By Vicki Salemi

Ugh, it's that time of year again! By now we've all heard the buzz about a particularly horrible flu season this year. According to the Center for Disease Control and Prevention (CDC), the flu can spread to other people about six feet away essentially by droplets made when they sneeze, cough or talk. Someone may get the flu by touching a surface that has germs on it and then touching their own mouth or nose. Lovely.

As for the good news, there are a few things to do to at least prevent spreading the flu at the day job.

- 1. Clean and disinfect commonly touched surfaces.** As mentioned in the piece, viruses spread pretty quickly on door handles and sink faucets. Don't expect a facilities employee to wipe down these locations in the evening; might as well get some disinfectant wipes on your own to focus on these office hot spots.
- 2. Wash your hands frequently.** This is particularly important for job seekers shaking countless hands of interviewers and even more important if you attend a job fair. Even during the normal work day you should frequently wash. So, how long should you soap up your palms? The piece recommends 20 seconds will suffice.
- 3. Get vaccinated.** The CDC says the annual flu vaccine either in a shot or the nasal-spray is the best way to decrease your shot of getting sick.
- 4. Be proactive; you may inadvertently infect others before you even know you're sick.** Healthy adults may start infecting others one day before their own symptoms start to appear. Moreover, this could be up to five to seven days after becoming sick themselves as well. "That means that you can start infecting others before you even know you're sick." You're really not at fault if you have no idea you're coming down with the flu so that's why experts stress the importance of washing your hands frequently, cleaning workspace surfaces, and relying on hand sanitizer as well.

Bonus tip: This one's a no brainer but if you're sick please stay home.



(*MediaBistro.com*)

Meet TCM Direct Hire Division Lead, **PJ Monahan**

PJ runs the Direct Hire Division at TCM with 14 years of experience advising clients on business development, strategic growth, and turn-key talent acquisition.

He focuses on software development, engineering, and architecture as well as project management, storage, cloud computing, and QA. He possesses strong experience in business development technologies pertaining to finance, insurance, healthcare, retail, and higher education.

Before his career in technology, PJ was an executive search consultant on Wall Street. He specialized in derivatives, algorithmic trading, and technology in both Fixed Income and Equities.



Direct Hire Model and Service Offerings

For the past few decades many clients have approached us to source hundreds of permanent employees in addition to the thousands of temporary consultants we place. Our permanent placement business has grown 800% since 2009. Our expert team consists of executive recruiters with 40+ years of collective experience and leadership in the direct hire business.

TCM's direct hire model has many unique service offerings that enable our clients to choose their direction and establishes a cost effective, high efficiency approach. Under the direct hire model, these service offerings include:

- *Fee Based Direct Hiring*
- *Fee Reduction based offerings*
- *Retainer services*
- *Onsite Recruitment or (RPO) type services*

TCM's Direct Hire Division is a progressive thinking unit dedicated to helping our clients meet their *long-term* goals by providing them with the most talented technologists, business specialists, and executive leaders in their fields. We carefully screen our candidates to ensure a perfect fit with desired skills, experience, and personality to match our clients' objectives as well as their business philosophy and culture.

PJ Monahan, Account Executive/Direct Hire Division Lead

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As voted by one of our large medical device clients, **Deb Kelley** has recently been given the **Above and Beyond Performance Award**. Deb provides high level system application support as well as critical delivery to end customers. Great work Deb and we appreciate all you do!

TCM's consultant, **Lakshmi Kantimahanthu**, has been working for TCM at a healthcare client site in NY and has proven to be a very valued resource for both our client and for TCM.

Lakshmi is highly personable and has performed admirably on ongoing projects with high stakes and constantly changing deadlines. Her expertise in QA Testing and Business Analysis is commendable. She works flawlessly with our client and regarded highly by her peers.. Thanks for all that you do - keep up the good work!



Hitting it Out of the Park!! Rob McClure, TCM Technical Recruiter

A note to **Rob McClure** from a recently placed consultant at a client site, "Thank you, Rob. I can tell you are an expert at your job! You are always very kind and patient. We stressed out candidates need someone like you!"

A note to Mike Foley (Director of Recruiting), about **Rob McClure**, from a recently placed consultant, "Hello, Mr. Foley: I wanted to say hello to you and let you know how much I have appreciated working with one of your employees--Rob McClure. Rob has been outstanding to work with in every way. I have been unemployed since late January (!) and have been beyond frustrated with this current job market. Working with Rob has been a rewarding breath of fresh air, reaffirming my faith in the job market. Rob contacted me on 9/2/14 regarding a position he wanted to discuss. He has been informative, helpful and stayed in constant communication since that day. He immediately assisted with a phone interview with the Hiring Manager as well as 2 additional employees. Additionally, he provided me an optional position for us to discuss as well. I've been fortunate to work with him as he has kept this process moving forward towards not only the phone interviews but in-person interviews quickly and consistently. It's been such a pleasure to work with Rob in this very tough/competitive market, of which I am sure you are more than aware in the type of business you are in! As Rob's Supervisor/Manager, I wanted to extend my appreciation to you as I feel folks your type of role need to know how others' feel about the excellent service their employees are providing. This is especially if they are "exceeding expectations", as Rob has!"

The Computer Merchant Payroll Department is "Going GREEN" and "Going PAPERLESS!"

TCM has partnered with ADP and in the **VERY NEAR** future, consultants will have the benefit of viewing paystubs on-line! Each week, rather than receive a copy of a paystub, consultants will receive an email notification alerting them that their paystub is ready for review. The system will hold up to three (3) years' worth of pay information. The consultants will have the ability to print paystubs and the system will also house yearend W-2!

Stay tuned for updates and information on how to register soon!!



The Other Side: We Are People, Too *(continued from front)*

We are a necessary element to your client's business — and yours, of course. You and the onsite staff are good people and fellow human beings. You know we are engaged in struggles every bit as hard and legitimate as your own.

How you and your clients treat us is a choice. Once placed, though, our experience is more at the mercy of the client, and there's only so much you can do. But you can encourage certain behaviors to make our assignments more rewarding for us. In short, let them know that being friendly to us can go a long way.

Let me share one experience I value. During a recent contract, I was treated well by the client's staff and the management alike. It was the little things. People spoke with me, laughed with me, made it clear I was welcome to the snacks in the kitchen, and the big boss himself took the time to learn my name and greet me in the hallways. My time there wasn't all socializing and horseplay, of course. In fact, the camaraderie shared made me happy to be productive. I worked very hard and I helped good people get their work done on time. It was a fulfilling and wonderful experience. Because I was treated as a fellow human being (rather than a "component of the contingent workforce strategy solution" or something similar), I was motivated. I always work hard no matter how I'm treated; still, the warm welcome and supportive environment enhanced my experience, the experiences of the rest of the staff and undoubtedly improved the work delivered by the department and me. There was no downside, and it didn't cost the company a single cent more.

And that's the bottom line: working human warmth into contingent work- force strategy is highly profitable. Be sure your clients get the message.

TCM CONSULTANT REFERRAL BONUS!

\$1000 Direct Hire/Permanent Bonus - You are eligible for our \$1000 Referral Bonus if you are the sponsor of a full-time placement candidate (payment will be issued when the placement has successfully completed the guarantee period and payment of the full net fee has been received).

\$250-\$500 Temporary Bonus - You are eligible for our \$250-\$500 Referral Bonus if you are the sponsor of a new TCM consultant (W2 or corp-to-corp). A referral bonus of \$250 will be paid upon completion of the first 320 hours of work by the new consultant, and a second referral bonus of \$250 will be paid upon completion of 640 hours of work.

Our experience has taught us that great candidates often know other great candidates, so be sure to take advantage of our referral bonus program. There is no limit to the number of employees you may refer!

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