

CREATING WORLD-CLASS CONTENT

GRANDMASTERS MENTOR SPOTLIGHT

Brian Swiger, SME and CDM



Brian is a Microsoft technologies expert across multiple platforms and a developer

for over 20 years. He has been a Microsoft Certified Trainer (MCT) for more than 10 years and has delivered training globally. He is a Principal Cloud Solution Architect at Microsoft focused on retail and consumer goods, helping customers create business value in the cloud. Brian has been working with GrandMasters for more than

15 years in various roles including as a Subject Matter Expert (SME) for Microsoft technologies and a Content Development Manager (CDM). He is passionate about the certification process, quality of exams developed by GrandMasters, and learning throughout the development journey.

Brian is based in Tampa, Florida, and can often be found on a beach/cruise ship with his wife... or at a Rays baseball game with his boys.

"We are immensely grateful to our exceptional Subject Matter Expert and Content Development Manager, Brian Swiger. His loyalty, passion, and dedication are evident in every project he takes on. Brian's contributions have been invaluable to our team's success and growth."

- Lisa Kreissler, Client Director, Founder

CONGRATULATIONS ON 10 YEARS!

We are thrilled to celebrate Jaime and Meredith's decade-long dedication as valued members of the GrandMasters team!



Jaime Odell



Meredith Thomas

GRANDMASTERS MENTORSHIP PROGRAM

We are pleased to announce that GrandMasters has successfully implemented a mentorship program for SMEs who are new to item (aka test question) writing for certification exams and assessments.

We recently introduced Case Study Leads to our mentorship program. These Leads provide one-on-one training to our experienced writers who are new to writing case studies. This ensures that the case studies produced are robust, informative, well-structured, and technically accurate.

GrandMasters Item Writer Mentors:

- Jeff Sanders
- Justin Carter
- Brian Swiger

GrandMasters Case Study Leads:

- Serina Kwok
- Brian Swiger
- Clifton Leonard
- Jeff Sanders
- Justin Carter

GRANDMASTERS GIVING



\$4,500 to Juvenile Diabetes Research Foundation (JDRF)

Our Client Director, Lisa Kreissler, used to be a softball coach for her daughter's elementary school team. One of the girls on the team had type 1 diabetes (T1D). This little girl had an amazing disposition given what she had to go through daily with T1D. She still does!

GrandMasters is thankful to be able to provide gifts to JDRF over the years. Our gifts help fund scientific breakthroughs to make living with T1D easier to manage until there is a cure. Now there is a clear path to cures for T1D, and this year's gift will help drive as many of these therapies to the market as quickly as possible.



\$2,800 to Washington Trails Association

We are proud to continue our donations to the Washington Trails Association. This organization mobilizes hikers and everyone who loves the outdoors to explore, steward, and champion trails and public lands. For 50 years, they have continued their hard work to protect trails and ensure equitable access.

"Go hiking! The secret to protecting trails and wilderness lies in getting people outside, on the trails, and exploring in the wilderness. WTA helps cultivate a community of hikers through our dynamic website, Washington Trails magazine, events, and our Families and Youth Program." -WTA



\$1,000 to Caterina's Club - Pike Garnet & Gold Gala

Caterina's Club mission is to provide warm meals, affordable housing assistance, and job training to homeless and low-income families throughout Southern California. 268 families have been placed in permanent housing in safe neighborhoods through their "Welcome Home" program and 850+ teens have trained through the Hospitality Academy at four Anaheim High Schools.

Today, their event "Feeding the Kids in America" has expanded to feeding over 25,025 meals a week. Their vision continues today to provide every child with the resources, love, and encouragement they need to be healthy, safe, and educated.

TEAM MEMBER HIGHLIGHT



We are thrilled to announce the promotion of Jess Bartel to the position of Business Operations Manager. Her exceptional organizational skills, attention to detail, and dedication to customer service make her an invaluable asset. We are confident she will excel in her new role, driving operational excellence and contributing to our company's growth.

GRANDMASTERS LEADERSHIP TEAM UPDATE



Harnessing the Power of AI to Enhance Our Operations

At GrandMasters, we are dedicated to utilizing the latest technology to enhance our operations and deliver exceptional service to our customers. We are researching ways to integrate AI technology to streamline our core business processes and improve our data management. By employing advanced machine learning algorithms and artificial intelligence, we can automate repetitive tasks, make more informed decisions, and optimize our processes. However, we want to emphasize that we are not using generative AI to create certification exam items. Instead, our focus is on using AI to augment our existing operations and provide the highest level of service to our customers.

Note: This content was created with the help of Microsoft Copilot.



GRANDMASTERS KUDOS



“This project ran so very smoothly, and that was truly thanks to all of you! Thanks for all your work, great attitude, pivots as necessary, and error-catching! What a great team this has been. You also created and implemented some very good processes and practices which made things safer/better/quicker/easier – thank you so much! I hope to work with this team again soon.”

– A Microsoft client regarding our **MB-500 Courseware Team**



“My thanks to your fantastic team who came together very quickly to support our aggressive time line. And definitely delivered to it around the clock. I can only imagine how the contracting process looked!”

–A Microsoft client regarding our **Copilots Project Team**



“Serina is doing an awesome job. She is really good at what she is doing. So glad I got to work with her. Thank you for sending me the best people!”

–A Microsoft client regarding **Serina Kwok**

“Jaime is so helpful and always responding to emails to answer any of the million questions I have. I am so grateful for Jaime’s guidance, leadership, and constant support. She is amazing, and I am so happy that we now have this Kudos system to recognize her!”

–Megan Bigbee regarding **Jaime Odell**



“Excellent Kudozza video! You made it very easy to figure out what to do. Thank you for researching fun ways to highlight our outstanding team members.”

–Jaime Odell regarding **Jess Bartel**