

CREATING WORLD-CLASS CONTENT

GRANDMASTERS TEAM MEMBER SPOTLIGHT

Allen Derheim, Service Management



Allen has been a pivotal part of GrandMasters since day one. In the early days, he designed a comprehensive

operational workflow diagram in Visio, which played a key role in securing GrandMasters' first project over 20 years ago. Over the years, he has been instrumental in shaping the company's delivery models, support tools, and program management strategies. Allen worked full time with GrandMasters from 2009 to 2014 and rejoined the team in 2021. His passion lies in identifying service delivery inefficiencies and implementing solutions that enhance service quality, client satisfaction, and overall operational excellence.

With over two decades of expertise, Allen has built a robust career in information technology (including server and storage hardware, operating systems, and application software), physical security technology (such as access control systems, surveillance systems, intrusion detection systems, and global monitoring solutions), and content development in technology and higher education sectors. His experience spans roles in systems engineering, systems architecture, product management, program management, and people management at industry leaders such as Boeing, Chase, and Amazon.

Outside of work, Allen enjoys staying active through cycling, kayaking with his family (even if his daughters prefer paddleboarding), tennis, and now pickleball, too!

"Allen is vital to our team's organization. He analyzes data, manages schedules, and tracks project statuses to ensure our team delivers on time. His clear communication and attention to detail foster client trust and help us surpass their expectations."

- Jaime Odell, Lead Content Development Manager

INNOVATING AT MICROSOFT HQ



Some of our Subject Matter Experts (SMEs) recently visited Microsoft's headquarters in Redmond, WA, for an exciting week of reimagining how to learn and master Microsoft Dynamics 365 Supply Chain Management.

ANNOUNCEMENT!!

New Client Referral Program

We are excited to announce a new client referral program. This program is intended to reward you for your expertise and network, and to help us grow our business together.

At GrandMasters, we offer various services, including assessment development, courseware development, instructor-led training, project management, editing, contingent staffing, and recruiting.

Here is how the referral program works:

- If you introduce GrandMasters to a new opportunity with a potential client, you will receive a 2% referral fee on the total contract value.
- The referral fee will be paid to you monthly after the client has paid GrandMasters.
- The referral fee will be valid for two years, starting from the date of the contract signing.

This program is a great way to leverage your knowledge and connections, and to earn extra income while helping GrandMasters grow. We appreciate your contribution and dedication, and we look forward to working with you on more projects.



GRANDMASTERS GIVING



Inspiring girls around the world through Girls on the Run

This quarter, we were proud to support the Epsilon Nu chapter of Gamma Phi Beta Sorority by donating to their annual fall philanthropy event, Airbands. This exciting dance and lip-sync competition unites Chapman University's Greek life while championing a powerful cause: building social, mental, and spiritual resiliency in girls.

All proceeds from Airbands are donated to Girls on the Run, an inspiring nonprofit that empowers girls to be joyful, healthy, and confident through a fun, running-based curriculum. This year, the event raised an incredible \$67,000 to support programs in Southern California and beyond, transforming the lives of young people across the country.

We're honored to have contributed to this impactful event and look forward to continuing our support of organizations that make a positive difference in our communities.

MARINE CORPS RESERVE

Spreading holiday cheer through Toys for Tots



We're thrilled to share our contribution this quarter to the Marine Toys for Tots program—a year-round force for good! Since its founding in 1947 by the United States Marine Corps Reserve, Toys for Tots has been dedicated to bringing the magic of Christmas to economically disadvantaged children nationwide.

With a mission to spread hope and joy, the program has distributed over 677 million toys to more than 301 million children. This year alone, Toys for Tots raised an impressive \$376,000!

What makes this program so remarkable is that their efforts aren't limited to the holiday season. Recognizing that the needs of children and families extend throughout the year, Toys for Tots provides emotional and material support whenever it's needed most.

SME HIGHLIGHT



Eva Pardi is an exceptional professional who excels at ensuring that all content reflects current terminology and incorporates the most up-to-date technology, setting a high standard for technical accuracy. Her ability to respond swiftly and effectively to feedback ensures that candidates have a seamless and positive experience with the test items she creates or reviews. Eva is known for her quick responses to emails and her unwavering willingness to help with projects, making her an invaluable team member. With her sharp attention to detail, commitment to excellence, and proactive support, she consistently delivers high-quality work. She is a dream to work with and always radiates a positive attitude.

GRANDMASTERS LEADERSHIP TEAM UPDATE

WBEC PACIFIC

Women Business Enterprise Council Pacific BOLD Success Event!

We were delighted to attend the Bold Success event at the University of Washington's Center for Urban Horticulture in Seattle, a venue as inspiring as the stories shared. This incredible program celebrated the achievements of Women-Owned Business Enterprises (WBEs) and offered powerful insights to help businesses like ours flourish.

From hearing firsthand how WBEs have achieved remarkable growth through certification, strategic partnerships, and community engagement, to participating in specialized workshops and connecting with corporate partners, the event was an enriching experience.



Reverse Vendor Trade Show

The Reverse Vendor Trade Show, hosted annually by the City of Seattle, provides an incredible platform for vendors to connect with city departments and public agency representatives. This event offers insights into upcoming solicitations, procurement opportunities, and sustainable purchasing practices, while fostering networking among local businesses.

We were delighted to attend this year's trade show and showcase our WBENC-certified business. The connections we made and the knowledge we gained will be instrumental in helping us seize new opportunities and drive meaningful growth.

GRANDMASTERS KUDOS



"I love working with Jess! Everything was clear from recruiting to the expense report, thank you! Also quick responses!"

– A **GrandMasters** SME



"Serina has been exceptionally diligent and reliable, consistently going above and beyond in her role. She has been proactive, communicative, and dedicated, often working extra hours to ensure everything runs smoothly.

All in all, a very productive workshop. I'm truly impressed and humbled. Thank you again!"

– A **Technology** client



"I really appreciate how well GrandMasters treats its employees/contractors. I've never felt more valued by a company than I do with GrandMasters."

– A **GrandMasters** editor