

CREATING WORLD-CLASS CONTENT

GRANDMASTERS TEAM MEMBER SPOTLIGHT

Alex Arts, SME



Alex contributes his ESL and neuro-divergent talents to GrandMasters by ensuring that products are not

only accurately translated from a language standpoint but also thoughtfully adapted to reflect the cultural nuances of the target audience. This dual focus on language and culture guarantees that the content resonates meaningfully with diverse users. With more than 25 years of experience as both a trainer and developer, Alex brings a wealth of

knowledge, insight, and technical skill to his role.

Originally from the Netherlands, Alex has built a distinguished international career, working across global markets and thriving in multi-cultural environments. He has successfully led teams and collaborated closely with peers from various backgrounds, gaining a deep appreciation for cross-cultural communication and teamwork.

He enjoys contributing to GrandMasters as his worldly expertise maximizes the user's experience.

"We've had the pleasure of working with Alex Arts for 14 years, and he continues to be one of our standout team members. Alex consistently delivers impeccable work and never misses a deadline. He's flexible, hardworking, and incredibly reliable. We are so thankful to Alex. He is a true professional, and we love working with him."

- Lisa Kreissler, Client Director, Founder

BRAINS BEHIND THE BOTS

At GrandMasters, we're all finding ways to become more efficient using AI, but let's be honest, sometimes it feels like managing another teenager: unpredictable, needs guidance, and occasionally insists it knows everything! No matter how far AI takes us, it's our people who bring the insight, judgment, and real-world validation. GrandMasters' SMEs are the BEST! - Allen Derheim, Service Management

Real-World Experience Still Wins:

By Julian Sharp

I recently took an exam that GrandMasters helped develop, and the quality exceeded all other exams I've taken. Over two decades, I've passed nearly 100 certification exams, honing my ability to deduce the exam item objective and formulate correct answers, even when unsure. My experience as a consultant and MCT, coupled with access to Microsoft Learn content during exams, gives me confidence when sitting an exam.

However, one particular exam was the most rigorous I've encountered. The questions weren't easy to deduce; they combined multiple factors and real-world application of tools and features. The distractors were highly plausible, making it difficult to dismiss incorrect options. Although the Learn documentation was clear on elements of the question, it didn't help with how those elements applied to the real world.

By the end, I found myself laughing at my hubris for underestimating the challenge. My score felt generous, and I realised that deeper, practical experience would be essential if I were to attempt it again. Ultimately, the exam was fair and demonstrated the care and precision the item writers, technical reviewers, and editors took to create a highly effective test of knowledge and skills.

GRANDMASTERS GIVING



Supporting Students Through WGU's Giving Day

GrandMasters is proud to support WGU's Giving Day this quarter, a powerful day of philanthropy where the Night Owl community comes together to help students cross the finish line. This initiative funds scholarships for students nearing graduation who may not qualify for other financial aid, removing the final barriers to earning their degrees. Last year, WGU Giving Day raised an inspiring \$122,459 to fund 245 scholarships. We're thrilled to contribute to a cause that empowers students to achieve their academic goals and build brighter futures.

"11 years ago, I was finishing up my college degree while juggling the responsibilities of being a parent to a toddler and expecting my second child. My GI Bill benefits had run out, and finances were a challenge. Thanks to the kindness of many, I received a scholarship that enabled me to successfully complete my education at WGU!" - Gina



Joining the Fight Against Type 1 Diabetes

We're pleased to continue our support of Breakthrough T1D, a leading nonprofit dedicated to accelerating life-changing breakthroughs to cure, prevent, and treat type 1 diabetes (T1D) and its complications. Through initiatives like the T1D Fund, one of the world's largest and most successful funds focused solely on T1D, Breakthrough T1D invests in promising research to transform bold ideas into real-world therapies. GrandMasters is honored to stand with Breakthrough T1D in their mission and look forward to the continued progress their work inspires, for individuals, families, and future generations affected by type 1 diabetes.

"As we move closer to a cure, we're also helping improve everyday life for those living with T1D."- Breakthrough T1D

SME HIGHLIGHT



We are delighted to feature Joe Griffin as our SME highlight! Joe is always ready to step in and help out, whether it's resolving, testing, or reviewing information. His thorough responses make sure everything we deliver is top-notch. With his collaborative mindset and eye for detail, Joe brings great value and boosts the quality of every project he's involved in.

GRANDMASTERS LEADERSHIP TEAM UPDATE

Connecting, Learning, and Growing at WBENC 2025

Last week, Lisa and Jess had the opportunity to attend the WBENC National Conference in New Orleans, an energizing experience full of learning, networking, and inspiration. They participated in seminars and explored an extensive exhibition hall. They also had the opportunity to meet with several corporate members from leading companies, including AWS, Chase, Cisco, Dell, Deloitte, Equinox, EY, Salesforce, and more! The event offered invaluable insights and opened the door to countless new connections.



GRANDMASTERS KUDOS



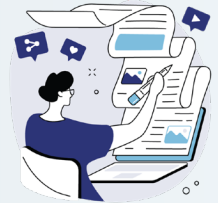
"Serina was awesome at coordinating homework and activities. Recruiting had very clear requirements and had a fast turnaround."

- A GrandMasters SME



"Great process, no issues! Everything was clear. Jaime was very helpful and provided excellent feedback. I really appreciate all of the support for my first time working with you."

- A GrandMasters SME



"Jess and Jaime both helped a lot in completing the project. Appreciate the efforts."

- A GrandMasters SME