

# TRANSFORMING LEARNING AND DEVELOPMENT

## GRANDMASTERS TEAM MEMBER SPOTLIGHT

### *Jaime Odell - Raising the Bar as Our LCDM!*



Jaime Odell is GrandMasters' Lead Content Development Manager (LCDM), bringing more than 20 years of experience in content development and editorial work. She began her career at Microsoft as an e-book tester, where she built a strong foundation in quality and attention to detail.

Over time, she advanced through roles in document formatting, indexing, editing, proofreading, and project management, developing a well-rounded expertise across the content lifecycle.

At GrandMasters, Jaime leads the development and refinement of assessment and exam content, ensuring accuracy, clarity, and consistency for clients. She is known for her meticulous editing approach and commitment to continuously strengthening her skills to meet evolving standards.

Jaime enjoys traveling mountain roads with her family, always searching for hidden caves and peaceful mountain lakes.

*"We've been so fortunate to work with Jaime for the past 12 years. As our Lead Content Development Manager, she consistently raises the bar with her work ethic, integrity, and genuine commitment to both our clients and SMEs. Jaime is the kind of colleague everyone hopes to have and is a major part of what sets GrandMasters apart."*

*- Lisa Kreissler, Client Director*

### MEET THE EXPERT BEHIND THE MB-800 LABS



Tatiana Pupko is an MCT and Business Central expert with almost 20 years of implementation experience across diverse industries. With a strong background in finance and business processes, she combines functional and technical expertise to deliver effective solutions. "Tatiana demonstrated a strong

learner focus, designing labs aligned to real job tasks and incorporating Copilot scenarios, while delivering clear instructions, responsive support, with a patient, professional style." - Janet Blake, Sr. Content Developer

### Revamping MB-800 Labs by Tatiana Pupko

GrandMasters provided an excellent opportunity to contribute to the Microsoft Dynamics 365 Business Central Expert labs project designed to support MB-800 exam preparation. This work involved a thorough review and modernization of the existing lab materials, including the removal of obsolete content and the integration of updated topics aligned with current Business Central functionality and certification objectives.

As part of this initiative, 10 new laboratory exercises were developed to strengthen and expand the training portfolio. Particularly valuable additions included labs covering inventory costing methodologies, reconciliation processes, financial reporting preparation, user personalization, profile customization, and the latest Copilot AI capabilities within Business Central. These enhancements provided candidates with more comprehensive practical experience across critical functional areas.

Working on this project with Janet Blake was both professionally rewarding and intellectually engaging. Collaboration with Microsoft was highly effective due to her professionalism and expertise, enabling the successful and efficient delivery of a broad and complex project scope.

# GRANDMASTERS GIVING



## Joining the Fight Against Type 1 Diabetes



GrandMasters is proud to continue its support of Breakthrough T1D, an organization dedicated to advancing research to cure, prevent, and treat type 1 diabetes and its complications. Recently, Lauren Derheim, the daughter of GrandMasters' founder Lisa Kreissler, joined her sorority in a fundraising event, featuring a talent performance, to support this important cause. To help amplify the impact, GrandMasters matched all donations dollar for dollar.

**We are thrilled to share that Lauren's sorority, Gamma Phi Beta, raised an incredible \$20,485!**

We're very grateful to everyone who contributed. Your generosity doubled the impact and will help fund critical research, advocacy, and support for families navigating life with type 1 diabetes.

## Defining Skills for WGU's New Engineering Programs



GrandMasters partnered with Western Governors University (WGU) to develop Rich Skill Descriptors (RSDs) for Electrical and Computer Engineering occupations. As a leading nonprofit delivering accessible, high-quality, low-cost education, WGU continues to expand opportunity through its online, competency-based model.

For this initiative, GrandMasters recruited expert Electrical Engineers, Engineering Technologists/Technicians, and Computer Hardware Engineers. We trained and collaborated with these SMEs to identify, align, and define the skills required for real-world job functions. Together, the team successfully produced 640 RSDs, creating a robust, industry-aligned framework to support learner success. This work reflects a shared commitment to innovation, access, and economic mobility, and we are honored to contribute to WGU's mission of meeting learners where they are.

## SME HIGHLIGHT



We are excited to have Laura Jacobowitz as our SME Highlight. Laura is a valued SME at GrandMasters, bringing deep expertise and a thoughtful approach that strengthens every collaboration. One of our technology clients praised her as smart and capable, consistently delivering thorough, timely, high-quality technical reviews, even with competing priorities. She improves flow, applies industry standards, clarifies ambiguity, and offers strong rewrites. When challenges arise, we can always count on Laura to find a way forward!

# GRANDMASTERS LEADERSHIP TEAM UPDATE



We are excited to be attending the Women’s Business Enterprise National Council’s (WBENC) National Conference this June in Salt Lake City, Utah. Each year, this dynamic conference brings together thousands of women entrepreneurs, corporate leaders, and industry experts for an unparalleled experience. This year, the conference will feature an unrivaled expo of certified women-owned businesses, productive meet and greets, educational programming, inspiring speakers, demo stations, and much more! Networking will be at the heart of the experience, with Regional Partner Organization (RPO) Meetups fostering connections across industries.

## GRANDMASTERS KUDOS



“Jess, I appreciate you always being on top of the project and its status, always ready to jump in when needed!

Lisa, it’s always a pleasure working with you. I appreciate your responsiveness as well.”

– A Technology client



“Jaime was fabulous - as always. She is a total rockstar, and I absolutely love working with her.”

– A Technology client



“I just finished testing the exam and I just want to say I’m quite pleased with the result! Just wanted to give kudos to the GrandMasters team on this. I’m happy to see how this has taken form.”

– A Technology client

