



DeAnna Schaap, 40

OPERATIONS MANAGER

GEEKS ON THE WAY, CALGARY

How has the company's growth affected you? More responsibilities, definitely. I was first hired to answer the phones and book the calls [for computer service technicians]. That's no longer the main component of my job.

What do you do? I'm the first line of defence for customer complaints.

Sounds tricky. It's challenging. You get to know the technicians and become friends with them, but you want to make the customer happy. You have to walk a fine line.

What's a bad day? It sounds cliché, but when there's a full moon all the crazy people come out. There are lots of strange, weird and irrational calls. A few of those can be enough to ruin a day.

What's a good day? I've been working on a tough problem and come up with a solution. That's very satisfying.

What has your work taught you? Be diplomatic, keep a lid on your temper and be patient.

If your office were a jungle, what animal would you be? I'm thinking the Lion King. He takes care of everything, makes sure things get handled. That's me. **AV**