



LaSheen Vance

TotalAccess Services manager •
Enterprise Services • Shared Services
Group • Renton, Wash.

SERVICE: U.S. ARMY RESERVE, 1990 TO PRESENT

I currently hold the rank of chief warrant officer 3 in U.S. Army Signal Intelligence. I entered the U.S. Army Reserve in 1990 to take advantage of the military's language courses and earned a degree in Russian Language and Literature at the University of Washington.

I had the opportunity to use my skills as an interpreter and translator during assignments in Germany and in Yalta, Ukraine. I participated in an international peacekeeping training exercise with several central Asian nations where Russian is widely spoken.

In 2003, I was mobilized for Operation Noble Eagle and extended for Operation Iraqi Freedom. I was posted to the Fort Gordon (Georgia) Regional Security Operations Center, in charge of a new organization that reported to the combat leadership in the Iraqi theater. I was able to apply process improvement techniques I learned at Boeing to improve our responsiveness to combat commanders. As we were building our group from the ground up, I recommended that we call each of our counterparts in the divisions daily to find out what they needed, rather than simply producing standardized reports.

Our small group was soon getting a higher volume of intelligence requests than larger intelligence agencies. Other groups followed the lead. It was an absolutely fantastic experience. I found myself putting in 15-hour days, seven days a week toward the end of my deployment—not because I was required to, but because it was important to me. I knew that our responsiveness was saving lives in forward positions.

Working in a combat situation, where lives depend on the quality of the product, taught me to keep daily stresses in perspective. People trust the quality of our products and services at Boeing, too. So it's important to stay focused on the job and not let inconsequential issues distract us. PHOTO: MARIAN LOCKHART/BOEING