



Meet Charlene

Being Curious Makes Me a Better IT Colleague

I have a love for hiking, new food experiences (my favorite is spicy Korean) and watching movies while eating popcorn. What these things have in common is that they feed my inquisitive nature—I like experiencing new things, then synthesizing and connecting them.

These hobbies are symbolic of how I approach my work life. I am passionate about finding new and creative solutions to the most complex problems. I have a scientific research background, and that has allowed me to use a different perspective to approach often-amorphous issues. That is matched with my innate desire to constantly learn—to discover and test new technology that could potentially accelerate VMware’s ability to best serve our customers globally. I grasp new technology quickly, so nothing is set in stone as far as I’m concerned.

I am also extremely curious about things. When a challenge arises in my work, I am curious about more than simply solving the issue—I want all the questions answered: What is the root cause of the problem? How can we prevent this from happening again? Is it possible to employ a permanent fix instead of just a stop-gap measure? What is the best resolution from a customer perspective? Can we easily support the solution, or will it end up being a drain on IT resources?

Finding and deploying the best technology can sometimes be a struggle. Long-term solutions often require more time to design and implement, yet these challenges typically demand fast remedies, depending on the criticality. That’s why I approach each project from a holistic perspective, even if one needs a “quick fix” until a more optimal solution is available. The teams I work with take the same approach, which enables VMware to find the most simple and efficient way to meet business goals.

At the end of each day, I go home satisfied, knowing I am working toward best-case-scenario solutions that will save money and resources down the line.