



MIKE BYRD SHARES HIS SUCCESS STORY EMPLOYEE TRANSITION SPOTLIGHT

Transitioned from: Nokia

"Joining HP and moving into a client relationship role is truly the best outcome for me. I'm productive. I generate revenue for my company. I'm a profit center, not a cost center."

Mike Byrd

For Mike Byrd, life was comfortable in 2001. After seven years at Nokia, the operations manager was enjoying a hard-earned reputation as an operational fixer. And then the announcement came.

Nokia signed an outsourcing agreement with HP.

"My first reaction was total shock. We had absolutely no idea it was coming," Mike admits. "I knew if I accepted the position offered to me, I would have a job. But, beyond that, I didn't know what to expect."

Globally, some 400 Nokia employees transitioned to HP that year. All of Mike's 75-member team made the move. Patience helped him through the challenges that came next. "I knew they brought me over for a reason. My experience with the Nokia Operations Center was important," he says. "On the other hand, I knew nothing about HP, and my new manager knew nothing about Nokia. So we trained each other, and I worked at keeping an open mind and a positive attitude."

"It wasn't long before I realized that this was the best thing Nokia could have done for me," he says.


The transition experience gave Mike fresh motivation to switch gears in his career. Ultimately interested in broadening his outsourcing experience, he started looking for new opportunities at HP. When he noticed that colleagues on troubled accounts were upwardly mobile, Mike had a candid conversation with his manager. "I told him I wanted to get on the merry-go-round, not just watch it go by. I asked for an account that was broken. And before long, I got one," he says.

The former Nokia Operations manager became an HP client director – moving from technology solutions to building and managing client relationships. Mike knew it was an ambitious leap, but, he confesses, "I felt empowered by the entrepreneurial spirit that was part of HP's culture."

"When I was part of an internal IT organization, I always laughed that I'd have the perfect job if not for the users," he recalls. "It's different now. So much is riding on our relationships with clients. We write and sign contracts based on relationships. We run accounts on relationships."

Now the client director for HP's Dr. Pepper/Snapple account, Mike still relies on his technical roots as a solid foundation. "I understand the technology part, and I can relay that into business engineering that makes sense to my clients. I can help them understand how to best use us," he explains. "They trust me because they know I get it."

Clearly, Mike has left "comfortable" in the dust and moved on to "energized."



“Joining HP and moving into a client relationships role is truly the best outcome for me. I’m productive. I generate revenue for my company. I’m a profit center, not a cost center,” he says. “And I’m proof that *you* own your career.”

Expecting someone else to own it might keep you stuck at “comfortable.”