KISD Technology
Spotlighting WOW Customer Service

Daniel Dronberger

Daniel started working at Katy ISD in our Technology Desktop Services department August 2014, as a Computer Field Engineer. Daniel currently supports KHS, OLC and is backup support for ESC events; as well as support for all board meetings.

Daniel has been chosen for the Technology WOW nomination because of his attention to detail when dealing with customers. He also has a talent for being a “people person” when discussing customer issues.

Customer Feed Back

“Just wanted you to know that I absolutely love the tech person that is at KHS this year… Daniel. He is very personable, very helpful and he does not talk ‘over’ you with tech terminology. He has helped me out tremendously with all the yearbook programs and computers! Everyone at KHS that has had to deal with him loves him! Please keep him here!” - Johanna Schneider, Teacher, Katy High School

“I would like to let you know that Daniel Dronberger was the ONLY person able to figure out my MathType issue in the new Windows 10. Three different people have assisted me and none were able to figure it out. So, kudos to DANIEL!” - Kathy Franz, Instructional Coach, Katy High School

“Daniel is knowledgeable and always willing to help. He goes the extra mile and is happy to explain things in layman’s terms. I enjoy working with him! He is a true asset to Katy ISD.” – Elizabeth Cobb, Assistant to Associate Superintendent, ESC

“Daniel always makes our staff feel like they are his top priority, even though his time is split between KHS and the ESC. During the recovery from the flood at the ESC, Daniel had to put in additional time getting things put back together there. That resulted in a decrease of time he could dedicate to KHS, yet I never once heard of a problem of issues not being taken care of here. Daniel is knowledgeable and can resolve most issues, but he isn’t afraid to escalate an issue so it can be taken care of quickly if he isn’t able to fix it.” – Dr. Rick Hull, Principal, Katy High School

Evie Cray

Evie began working at Katy ISD in 2014 as part of the Technology Support Center in the Customer Services group. As a Katy ISD alumni, she was part of the first graduating class from Cinco Ranch High School. She moved to the Application Support Team in 2016, excelling in and assisting with a number of district technology endeavors including Black Board and the Katy OnTheGo app.

Evie has been chosen to appear in the WOW newsletter because of her willingness to go above and beyond for our customers. Her focus on customer service is exemplary, and her positive attitude shines when serving the community and multiple groups within the Technology department.

Customer Feed Back

“Very helpful! Great follow up and response.” – Ruth Carrasco, Teacher, Schmalz Elementary

“I just want to say thank you to Evie for working on my ticket and getting it resolved! It was a real pleasure working with her.” – Shelby Walker, Teacher, Rylander Elementary

“Sending a big THANK YOU to Evie for taking care of my issue!” – Lillian Suchoff, Teacher, Bear Creek Elementary

“Evie Cray is a pleasure to work with. She is always responsive, positive, and does an amazing job assisting our customers. Evie goes above and beyond and always ensures any request or issue is resolved successfully” – Kerry Rampelli, Technology, Director of Enterprise Systems

“In Katy ISD, Blackboard is an essential resource used to disseminate information to our district parents, students and community. Whether it’s a general notification, a crisis alert or an invitation to a Katy ISD event, Evie Cray is always readily available to ensure distribution is smooth. Her knowledge and expertise in this software is impeccable and central to success. She is ready to handle any technical challenges the Communications Department might encounter and it’s thanks to her ‘can-do’ attitude that our job is made easier. Thanks Evie!” – Maria Dipetta, Manager, Communications
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John Gutierrez

John previously had three years project manager experience with Netsync before joining our Katy ISD technology department in May 2015 as a Computer Field Engineer. John is currently assigned to support the ESC and Annex (HR department) for all technology hardware repairs and meeting setup requests.

John has been chosen for the Technology WOW nomination because he always goes the “extra mile” to make sure the customers’ issues are resolved. John is always to work early to be prepared for the day’s events; and is usually the last to leave once meetings are done.

Customer Feedback

“I want to nominate John for the WOW award in technology. He has agreed to hold my keyboard for me until I can get a tray ordered and installed. This is customer service at its best.” – Bonnie Holland, Associate Superintendent, Governance and Legal Affairs

“John perfectly fits Dr. Hindt’s non-negotiables for customer service. If I need John, he is right there! He always knows what to do or the appropriate resource to deploy to get the job done. What I like best is his can-do, positive attitude. He showcases how much he likes to be part of the team. John’s actions and his words reflect his positive, friendly manner. I know without a shadow of a doubt that I can count on John and I hold him in high regard. I am so very thankful he is part of our Katy ISD family!” – BJ Alvarez, Assistant to the Superintendent

“Wanted to give a shout out to one of your folks. John Gutierrez has worked with our office to get the laptops reimaged and up and running. Since our group is transient he has gone above and beyond to provide support and solve some issues that arose. Our group really depends on their laptops not just for email but for the bulk of their work in assessment; their laptops are crucial. I want to say a big ‘thanks!’ to him for doing the whole job and making sure things were running right for them.” – Dr. Anita Horton, Director, Counseling and Psychological Services

“Now that things have somewhat settled down for our office, I wanted to take a moment to express the gratitude and appreciation we feel toward Mr. John Gutierrez. On Saturday, February 27th, our department hosted the 2016 Financial Information Academy. As always, John was courteous, prompt, and professional when addressing all technical matters. Each room was set up and ready to go for our presenters and if they had any technical difficulties, he resolved them immediately. John is truly a blessing to this district and his expertise contributed to the success of the 2016 Financial Information Academy.” – Marlene E. Glover, Office of Counseling & Psychological Services

“Just add in tomatoes, onions and a touch of vinegar, this guy is ‘cool as a cucumber.’ He never waffles under pressure … is poised, polite, professional and most of all HELPFUL! He knows his stuff but doesn’t strut! We love John!” – Marcy Sabol, Assistant to Assistant Superintendent, ESC