KISD Technology
Spotlighting WOW Customer Service

“The goal as a company is to have customer service that is not just the best... but legendary.” – Sam Walton

Margaret Acevedo
Margaret started with Katy ISD in January 2009 as a substitute teacher where she subbed at all levels including elementary, junior high and high school. Since technology was her background, she applied for a Tech Support Analyst position and joined the Technology Support Center in April 2009.
Margaret is being recognized for providing excellent customer service during her six years of service to Katy ISD.

Customer Feedback

“Thank you [Margaret] SO MUCH for helping me with my computer. I was so scared when I didn't see any of my many documents when I first logged in this morning. You were fast and accurate in fixing my computer problem.” – Rose Trevino, English ESL

“Margaret is awesome: She is thorough, kind, patient, and easy to talk to. The issue was corrected very quickly!” – Brian Kramlich, District Lead 3D Art Teacher

“I needed prompt help in getting set up on email and you [Margaret] did a fabulous job. I am doing a LTS position as an AP in the district, and as a former principal in the district, I found your service to be outstanding. Thank you so much.” – Bonnie Brasic, Former KISD Principal (LTS)

“Thank you very much for taking care of this. Margaret was very helpful and stayed on the line while the student teacher checked to log in. Again, thank you.” – Myla Fales, Teacher

“Margaret helped me this morning with some software issues. She was very knowledgeable, cleaned up some software I didn’t need and corrected my problem. She was patient, spending over an hour helping me resolve everything. Thanks!” – Maryls Rayner, ADA/Registrar

Vicky Spence
Vicky joined Katy ISD in 2003 with the introduction of the new Help Desk team. Later she joined the Systems group as a Junior Systems Administrator. Since then she has been promoted to Senior Systems Administrator, Systems Engineer, and most recently to Senior Systems Engineer.

Vicky is being recognized for her outstanding, consistent customer service and systems support to the school district.

Customer Feedback

“I’ve worked with Vicky for many years. What stands out to me is that she is completely committed to helping solving technical issues regardless of the timeliness of the request or the degree of difficulty of the task. She interacts with you with a smile and pursues the problem until it is completely resolved. This was no different last week when she received a last minute request from us to change the settings on all the computers at the RSC. Not only did she complete the task, she made sure it was complete by coming to the RSC and following up with phone calls. I can’t say enough how much I have appreciated her help and cheerful service over the years.” – Steve Adams, Facility Coordinator

“I have worked with Vicky for approximately the last 10 years on various things related to technology for the print shop. She is always pleasant to work with even when we've had some challenges. Recently the server for Digital StoreFront had issues on Good Friday. Vicky saw an email that there was an issue and came in on her day off to restart the server. She always makes sure any requests that we have for the print shop are taking care of in a timely manner. I look forward to working with Vicky in the future.” – John Caloway, Ricoh