



#ACCENTUREMILITARY PANEL DISCUSSION

NOV. 10, 2017 – FACEBOOK LIVE VIDEO TRANSCRIPT

MISSION-READY FOR MILITARY HIRING

Michael: Hello everyone, and welcome to our Accenture Military panel discussion. My name is Michael Pett and I'm a Military Recruiting Specialist with Accenture, an Army veteran and Sergeant First Class in the Illinois Army National Guard.

At Accenture, we see service as a strength. Fairness, respect, trust and loyalty—are just a few of the qualities individuals gain through military service. We value these qualities and are committed to hiring 5,000 veterans and military spouses by 2020.

Joining me here in the studio are three veterans who have successfully transitioned from military service to careers here at Accenture. Together we will discuss what those transition experiences have been like, some tools and resources that are available within Accenture to our military community, and how these individuals are continuing to make a positive impact through their work today.

If you are watching us live, please submit your questions through Facebook and we will look to answer a few of these later in our session.

INTRODUCTIONS

Michael: To kick things off, let's go down the line and have you each tell us a little bit about yourselves. What you did in the military and what you do today?

Angel, let's start with you.

Angel: Okay. My name is Angel Christopher. I'm a new joiner to Accenture. In the military, I had three occupational specialties. I was an 88Lima, which is a Watercraft Engineer. I was also a Legal Specialist and my last MOS was actually, chemical. I was a Chemical Warfare Specialist. And after that, I did three enlistments, right, so I was in all three components, Active Duty, Reserve, as well as National Guard. I worked in the civilian world for a little bit of time. So, I spent some time working at Bank of America, JP Morgan, Freddie Mac and recently now, Accenture.

Michael: Thanks for coming. Autumn?

Autumn: I am Autumn Tolliver. I was a 74Alpha, Chemical Officer, in the military. I then



transferred out and came into Accenture as the JMO Recruiter. And then, wanted a new challenge, and now I am a Solution Architect for Accenture.

Michael: Awesome. Jack?

Jack: I'm Jack Finan. I graduated from West Point in 2012, commissioned as an Infantry Officer. Did my initial training at Fort Benning, Georgia and then I moved up to Fort Drum, New York with the 10th Mountain Division. I served as a Rifle Platoon Leader there, Executive Officer and Assistant Operations Officer. I got out about six months ago as a Captain after doing five years. Right now, I'm a Deal Execution Lead within our Resources practice. I'm happy to be here.

WHY TRANSITION? WHY ACCENTURE?

Michael: That's awesome. Thank you all for being here and thank you all for sharing that information about your backgrounds. I'm sure we'll learn a bit more about each of you during our conversation, today.

To start, let's take a couple minutes to talk about what brought you here. Autumn, I'm going to direct this to you first:

What prompted you to make the transition from military service to a civilian career?

Autumn: Ah, so for me, there were two things that really helped me prompt my decision. One was my family. I am the oldest of ten children, so having an impact in their life – during this time in their life – was very important to me. And, I wasn't able to do that in the military. And now, I'm three hours away, so I can go when I want. So, that's number one and number two, was for me to grow as a person, outside the military. I feel like I had done really well in the military and I wanted to excel outside the military, and find a new challenge. All right.

Michael: That's great. Jack, same question.

Jack: For me, I was looking for a new challenge. I had so many good experiences in the military and I worked with such great people. I think all of us being veterans understand that. But I was ready for something new and I thought I could find that in the corporate world – and certainly have found that here at Accenture.

Michael: That's great. Veterans wanting challenge, I wouldn't imagine. *Laughs.*

So, once you've made the decision to take on a new career, why Accenture?

Angel, how did you learn about Accenture and what was it about the company that interested you? I'm really curious how. *Laughs.*

Angel: *Laughs.* Well, so I was on vacation in Dublin and I got an email from Michael Pett

Michael: Umm

Angel: And you know, he said, we've got this little outfit, I found your resume, we have this tiny little company you may have heard of, called Accenture, and would you be interested in joining or trying to apply. We have a military recruitment initiative that we are trying to start up now, and that's how I was brought on. You brought me on and it was great. And so, after you reached out to me, I was flown into Chicago, right, so it was my first experience with the Chicago office, I was flown into Chicago and we went through the interview process. I remember we had a great Super Day, it was exactly one year ago today.

Michael: Happy anniversary.

Angel: Yeah. On Veterans Day, one year ago. So, we went through the three-part case interview and we had the Accenture Super Day for all the military, which I thought was great, simply because we weren't hired yet, right, we were in the interview process, so for you to fly us out for the sub and introduce us into that lifestyle here at Accenture was great.

Michael: I agree, that was a positive experience.

TRANSITION PROCESS AND TOOLS

Michael: And once again, speaking of challenges, for some people, a career change can be a challenge, right, and transitioning to a civilian career can be tricky.

Autumn, what was your recruitment experience? And what tools or resources did you use – or do you still use – to help you navigate through that move?

Autumn: Well, my transition was kind of rocky. I, when I first started transitioning I was using those companies that kind of put you out there and they're like, 'oh, this would be a good job for you' or 'this is a good fit for you and your skills match' but, not really what I wanted. So, so that part of my transition was not very fun, but I would tell people to stick with it.

The tools that I used were social networking. That is how, why I'm here today. I was on LinkedIn one day and I read a blog about female leadership, and I actually just liked it overall about leadership, so I decided to write on it. A little bit later, one of the, the person who wrote it actually ended up being Ellyn Shook, here our global lead for HR, and she said, 'Hey, thank you for writing on our blog, can I have your resume, and from there it's history. So, the tools that I would say to help you navigate is definitely that using social media and your connections and who you know, those tools are the most beneficial.

Michael: Great. And Jack, you had a similar experience with the social media piece, can you share a bit about that?

Jack: I did, I did. Similar to Autumn, I used LinkedIn as well. I did a lot of research on different consulting firms and banking companies while I was going through the transition process, and one day I came across

David Rossi, who is also a West Point grad and fellow veteran – and I didn't know it at the time but he's our global natural resources lead – and I thought I would take a shot and I sent him a message. The next day, he called me, we talked for about an hour. He helped me out through the entire process and he's been my mentor to this day, and has been a great help.

Michael: That's awesome.

Jack: Very fortunate.

Michael: So, using leadership and social networking, specifically LinkedIn, is really what kind of brought you both here?

Jack: Yes.

Michael: Great, that's great. Angel, is there any other tools or resources that you'd like to highlight?

Angel: Well, yeah, for me, I think the biggest resource that I have used has been the Military ERG which is our MERG, we call it. And so of course, when I first came, I met all of the MERG resources there, Roseann Darabaris, and of course, you as well. And, throughout the whole process they were so helpful. You know, I mean, I remember emailing you, asking you about places to live in Chicago once I accepted – got the offer letter – and you know, just getting tips on neighborhoods, how to find assignments, and even personal things you might go through as a military member. A lot of times we have things we go through when we're transitioning and I think it's been extraordinarily helpful to have not only a large group of veterans who are there that I can utilize and be a sounding board for as well, but also having veteran leadership who are still serving within Accenture at all levels, in the MERG, helping people who are coming in, staying in, helping to retain everybody.

Michael: So, as you navigate that transition, having somebody – both internally and

externally – helping you, you know, is pretty useful.

Angel: Absolutely.

TRANSLATING MILITARY EXPERIENCE TO ACCENTURE

Michael: Right, so one thing as a recruiter that pops up frequently, especially in my conversations with people looking to apply to Accenture is around skills. So, Jack and Autumn, have you been able to translate your military experience – excuse me, how have you been able to translate your military experience at Accenture?

Jack: Yeah, I think any service member is going to have a foundation of discipline and leadership, whether you were a leader or a member of a team, I think you are going to come in with that baseline. And then for me, what I think has been the most beneficial for me, is just being a member of a team. I think at Accenture specifically the concept of team is huge. So being able to understand and work well within a team, and you know, I think we are also used to stressful situations and meeting deadlines, that's another thing you are going to find, not only at Accenture but in the corporate world, and I think bringing all of that together, is something that will serve veterans well, anywhere you go.

Michael: Autumn?

Autumn: Yeah, I definitely agree, those foundational skills that you get when you are in the military from leadership to ability to adapt, those are something, those skills they definitely translate well. Personally, I translated, I was a Human Resource Officer so I got to translate that into my human resources in recruiting, and then in my new role, I was, I'm a solution architect, so that translated when I was a USR Officer using those abilities to coordinate with different teams to basically build one product.

Michael: Okay, so it's not just been specific

skills that you've learned in military but it's the interpersonal skills that you've been able to kind of craft while being in military service.

Jack: Right.

AUDIENCE Q&A

Michael: Okay, let's check in on Facebook and take a couple of questions from the audience. See what we've got here.

Alright, so first live question is 'Thank you all for your service. As an Accenture employee, what advice can you offer me to help any new veterans joining my team to make a successful transition?' I'm going to throw this one over to you Jack simply because you're the most recently transitioned. So, the question once again was, 'What advice can you offer me to help any new veterans that are joining my team to have a successful transition?'

Jack: Ha, I think patience. So, when I came in six months ago and to this day, I asked thousands of questions. Julie Mueller if you are watching, she's the one that has been training me, she can definitely attest to that. But, I think, coming in, we're going to have a lot of questions. We're going to be excited, we're going to be new, we're going to have – like I was speaking on earlier – a baseline of skills that we're going to leverage, but we are going to need maybe a little extra attention in terms of on-the-job training. So, I think, you know, checking in with veterans saying 'Hey, how are you doing? Is there anything else you need?' and just be willing and open to the questions, that's probably the most valuable thing that you can do to help new military veteran hires.

Michael: Okay. Autumn?

Autumn: Um, I would say, just allowing them to ask those questions and not letting them, just assuming that they know the answer. We have a lot of pride in the military, so we might not ask those hard questions, and I will tell my fellow

veterans – ask those questions – but for, for our bosses and things like that, that even our peers, we might not ask those questions, so you should maybe check on us.

Michael: (*Laughs*) Angel, do you have anything to input on that?

Angel: Um, you know, I think that the only thing that I would add is, maybe be very task-oriented at first, right. Coming from the military it is a lot of execution, execution, execution. And so, I think that veterans are very good at execution and sometimes as Jack was saying, the technical details might skip by some people, they might need a bit more information that way. So. I think, keep your things task oriented at first and then, right, be patient and explain the process and the project work.

Michael: Okay. And we are going to go down the line with this one – Do you have a mentor at Accenture, and if so, how do you use him or her as you navigate through your transition or just, you know, what you do day-to-day.

Angel: Okay, well luckily for me my mentor happens to be my manager on my project and so, um, you know with the day-to-day work, I think, she's been patient with me so that's also been helpful. I think that I also came from some industry experience as well so it was a little bit of a different transition for me. The day-to-day things, just keeping on task, having someone there to support you and having someone who is open and understanding.

Michael: Before we jump to Autumn, Angel, real quick, I think we skipped this, what do you do specifically at Accenture?

Angel: Oh, okay, so right now I'm a Management Consultant Analyst, right. I came in through the Student Veterans Program, so right now – yeah, Student Veterans – and so the project I'm on right now I'm in a change management and process analyst role, working internally for Accenture, with our CIO, so right

now I'm working on Skype for Business and Microsoft Teams.

Michael: Awesome, which we're using, so that's great. Autumn?

Autumn: Okay, mentorship, right?

Michael: A-hum.

Autumn: I would advise, because I, this is how I have gone through the whole mentorship, I have mentors inside my internal group, so who I work with directly every day, and then I have also mentors outside that close niche group, that are within Accenture but are veterans. So, having the veteran-side mentor and one who is not a veteran they are going to give you a different outlook on things, I think it is very important to keep a balance as us veterans can be narrow-sighted sometime. *Laughs.*

Jack: Ah, David Rossi, the person I had talked to early about who helped me through LinkedIn, he's a fellow vet who was a Blackhawk pilot, and he's now our Global Natural Resources lead, he brought me in, but he's, something that he's done that I really appreciated is that he's exposed me to his wider network. I've met guys like Chris Woods who's our Southeast Natural Resources Lead, who's also a West Point grad and a veteran. Elliott Segarra, who's out of Chicago, who's an MC guy. And then from the sales team, Ron Aberman and Mark Pietri have been phenomenal. They brought me, they took a chance on me but they've been great. You know, they're challenging us. Ron's our North America Resources Sales Lead and Mark Pietri's our North America Deal Execution Lead. They've both always been great, challenging the team, they've made a great team – we're all pretty tight knit – but going back to Dave, Dave's been great. Dave is, very hard working and he takes the time to check in, 'Hey, how you doing? How are things going?' He really appreciates the people under him who are working.

Michael: Awesome.

Jack: I'm very fortunate.

Michael: Great. It's good to know that we've veteran and veteran ally folks out there that can be mentors and help us as we move through the transition.

I've got one more question, I think we'll throw this over to Autumn real quick, the JMO program...

Autumn: Yes?

Michael: Would you like to dive a little bit deeper into that? Tell us a little bit more about it?

Autumn: I would. So, the JMO program is, obviously for JMOs, but it is basically a program where you come into...

Michael: And what's a JMO, real quick?

Autumn: Junior Military Officer.

Michael: Okay.

Autumn: Yes. So, all you O-1s to O-3s people, this is for you. You come in as, you come into the Consultant Development Program, which is really a program that allows you to transition well, and I say that because you are going from an environment where you are used to what, you're used to the military, and then you come into the corporate world and it's very different, so this allows you to make a smooth transition because, it allows you to go into the different industry groups. So, you might work in Products. You might work in Health & Public Services. All in consulting. So, it really gives you an eye-opener of what maybe you want your niche to be in consulting. I think it is a really good program for Junior Military Officers.

Michael: That's great.

I guess we can throw this out to the panel, what

type of training is offered at Accenture to tie in your skills to others the company is looking for? So, I can speak to it from a recruiting aspect, but have there been any programs that you've jumped on, whether it's internal training or something along those lines, to kind of help you fine tune your skills as you made that transition?

Angel: Oh, I think that there's a wealth, *laughs*, a plethora right, I think one of the best things that I found when I came to Accenture was the KX – right, the Knowledge Exchange – right, so there is a, even the concept of it is something that I think a lot of people think about but I've never seen a company implement it on this scale, right, so we have this Knowledge Exchange which is a website, or a data storage site, that we go to and you can store all of these documents, data, classes, right, any information on anything that you want, on what we deliver to our clients you can find on the KX. So, when it comes to learning anything, whether it's Excel, whether it's learning how to do change management, whether it's learning Scrum, right, it's out there.

Michael: That's awesome.

Angel: I mean there's millions (*laughs*) of things available. When it comes to that, I think that there is never a person at Accenture who would say that they didn't have information because it's just not available.

Michael: Got you.

Angel: And if they are, we're probably out leading the way innovating that, right, so.

Michael: (*Points to Autumn and Jack*) Do you both find that a useful tool as well?

Jack: I do, yeah, it's just like the military, you're going to have a lot of online training that we have which I think is great, not only for your job but you can go outside of that if you just want to learn more about certain roles within the firm. And I haven't been fortunate enough to go to

St. Charles but I know our on-site training there, I hear great things. Not only are you learning a lot but you're meeting a lot of people within the company so you're networking and you're finding, you know, friends and just having a good time.

Michael: Great, yeah.

Angel: I did actually go to St. Charles

Jack: Okay

Angel: In Consulting University, so it's great mentors, great teachers there. You learn a lot for coming in as a consultant.

Michael: Yes, the other CU.

Angel: Yeah (*laughs*)

Michael: Got you.

Alright, so this is coming from an Accenture employee, 'A friend of mine is a military spouse. Can you share some information about programs in place to help military spouses get a role with, and succeed at, Accenture?

This is a great question, so, with our military recruiting team we do have folks that are dedicated to working with spouses as they make a transition, right, because they do make a transition too. They've given up so much, whether it be from moving around from duty station to duty station or forfeiting you know, potential employment opportunities, so what we've found to do is, we've got dedicated folks that will work with them to make sure that they understand what skills they can use, what they can leverage and what they can help find them a new role here at Accenture. We'll do whatever we can through our high-touch process to make sure they get just as much comfort and satisfaction as the rest of our employees do.

Okay.

FINAL WORDS OF ADVICE

So, it looks like we're getting near the end of our time here, so just as a final question to our panelists here, what advice do you have for military service members, you know, veterans or military spouses who might be looking for a career change?

We'll start with Jack and work our way back.

Jack: Don't get overwhelmed. I know it's something new and foreign, and you're used to something that is very regimented and normal in the military but don't get overwhelmed. Take a breath. Do your research. And then I would say, network. Network, network, network because you never know what opportunity's going to come up or what engagement is going to lead to something for you in the future. It worked for me. It worked for Autumn. So, it's going to be able to work for other people.

Michael: Great, Autumn?

Autumn: Um, I would say to take that leap. It is scary. It is going from something that you are totally used to, to something you are not used to, and something that you are probably very good at to something that you don't know if you are going to be good at. So, just take the leap and don't settle. I would say that would be the biggest point. You are going to probably get a lot of different offers but really tie into what you want, and who you are as a person and what's going to make you happy, because ultimately, that's what's going to make you happy. That would be my advice.

Michael: Okay. And, Angel?

Angel: I would say go for it, jump into what we call your Accenture Adventure. *Laughs.* Right? I think that there's an availability, a wide range of availability of roles, of different things that you can perform, and different tasks and work that you can do here, as well as growing as a person.



And also, one thing that I like about Accenture, right, is the diversity, right, which is something I think that we kind of forgot to speak about here. It's so similar to the military where we are always collaborating with all of these different people you know, in all of these different phases, and then Accenture is pretty much the exact same way, right, but civilian side. So, you can bring those collaboration skills and you can come here and work collaboratively together, and really deliver a lot of value for our clients, and for yourself, right, so I think, join, you know, jump into it, and if you can, hopefully you'll be like me, a year later on Veterans Day here.

Michael: I think that we can all agree that military does equal diversity.

Angel: Absolutely.

CLOSING

Michael: So, I want to thank my panelists for all being here. I want to thank you all for joining us today. Follow Accenture Careers in the US online and on social to stay up to date on Accenture news, people stories and opportunities. For information about our military recruiting programs, please visit accenture.com/military.

To our fellow veterans and military families, thank you all for your service.