

I am so thankful to have been selected to receive the SAC Scholarship award for the 2021-2022 academic year. This is on the record as the first scholarship that I have ever received! This will be used towards my aspirations of learning how to use technology to help people. I currently work at FGCU as a User Support Specialist in the Information Technology Services department, helping to support FGCU's faculty and staff with providing our students with the highest quality of education.



Since I started my education here as a student in 2013, I always had one goal in mind with my hobby of computers. That goal is to help people by applying the knowledge I learn through education about technology to provide meaningful solutions to people's problems while building bridges of friendly communication. With that mind set, I was able to assist a local art organization get back on their feet with a website design. I used what I learned at FGCU in our Systems and Analysis class to make something unique and tailored to their needs. Toward the end of my tenure as an undergraduate, I was one of the first technical interns at Lee Health where I was able to make a difference for them by installing brand new computers with their newly designed furniture in patient rooms. This helped doctors achieve their goals of providing better care for their patients by providing physicians freedom to move their posture to center to a more patient focused view.

I always felt like education was the place to be as FGCU inspired me early on in that direction. I decided to move back into the education field of technology. There I helped build stronger communication foundations for a school district I worked with in North Carolina between the technology department and educators. Applying repair skills from my hobby for building computers helped me fix many classrooms with complex technology issues and build relationships with administrative staff, educators, and students that would change how educators viewed Information Technology professionals in our department. We even managed to complete a 3-year project in under 1 year for student's laptop repairs to provide students with their laptops.

Of course, in the end, FGCU was the place I felt most at home, so I returned to work in this wonderful university and apply myself to the Information Technology department. I worked with the Helpdesk team first where I helped triage the university's immediate front-end issues and moved my way up to User Services where I have been able to help our faculty and staff as a higher tier of support. My goal is to help more behind the scenes in the future to protect our university from threats across the globe in a Cyber Security position. I will graduate in spring of 2022 with a master's degree in information systems and analytics.

This scholarship will help me sustain myself in pursuing my dreams to become that Cyber Security professional. This year has been one of the most financially taxing years for me and my family. My family is no stranger to COVID and any resources that I obtain or am lucky enough to have been provided help me continue to be the rock they need to continue pursuing their life dreams as well. Therefore, I say again thank you for keeping me in your thoughts by providing me an opportunity no one has before!

Sincerest regards,

Kevin Vicens