

Katie Surkin

Katie is the Senior Manager for Client Relationships & Support at Bryn Mawr College. In her position, she leads a diverse team of professional and student employees that provides support for a variety of College services including help desk, desktop support, and library circulation. At its core, the focus of this team is on providing the best sustainable service and service experiences for all involved.

This focus on customer service and experience has become a constant in Katie's professional life. In particular, she has been exploring the ways in which leaders and managers can improve the service experience for both employees and end users and how we can all leverage technology to stay connected and agile in an ever-changing world.

From the beginning of her career, NERCOMP has always been a place where Katie has enjoyed coming together with like-minded souls to swap stories and advice. She loves that it's a place where you can connect with others over shared challenges, and that the conversation is always constructive, no matter if it results in new ideas or just a cathartic mutual airing of grievances!

As a current member of the NERCOMP Board of Directors, Katie has been involved in numerous committees and groups, and is especially active in areas of community outreach and thinking of ways to bring people together. Some of her committee involvement includes being an active member (and co-chair!) of the Community Relations committee, the Professional Development committee, and vice chair of the 2024 NERCOMP annual conference. Katie is also the current Secretary of the Board and loves working with her colleagues to help plan the strategic direction of the organization.

Though an introvert at heart, Katie is a true people person and thrives when creating new connections and cultivating relationships. She wants to help everyone feel heard and respected and to understand the value that they bring to any conversation. She feels strongly that welcoming and engaging diverse voices and perspectives is a key ingredient to any successful learning environment. When people connect with each other first and they are comfortable with those connections, even disagreements can turn into a way to change things for the better. Throughout her career, she has worked to intentionally find and create places where relationships are built, dialogue is encouraged, and everyone is made to feel welcome. Finding ways to connect people with ideas and with each other is a true joy for Katie.

If re-elected to the NERCOMP board, Katie is excited for the opportunity to continue fostering inclusive and open environments, working with people to find more ways for them to connect meaningfully with content and colleagues, and ensuring everyone feels their voice will add richness and a unique perspective to our already thriving community.

When she isn't working with her team to provide the best sustainable service to the College community or finding ways to connect with her NERCOMP colleagues, Katie can be found trying out new recipes, reading cozy mysteries, and dreaming of her next Disney vacation. Fair warning: she is probably also wearing Minnie ears.