



## Meet: **Shaquille Davis**

IT Technician, Hattiesburg, MS

**“I’ve always been a strong person, but I feel as if the experiences and the positions that I’ve had here have made me a better person.”**

When asked whether he likes dealing with customers, Shaquille Davis smiles, shifting his many freckles further up his cheeks. He admits, “It’s weird. I’m an introvert, but I’m kind of a people person, if that makes sense.” As you get to know Shaq you see how much sense it makes.

Shaq grew up in a family where he was taught to help when, and where you can. So when he saw the opportunity to work for a company that specialized in healthcare, he thought it would be a good fit. Initially, Shaq was hired as a part-time customer service representative

(CSR) and found he really enjoyed the role. However, he also found out just how much support Maximus provides for workers to advance their careers.

He says, “Most companies don’t necessarily give you the information you need to advance, especially when you start off at the bottom of the chain as a CSR. But with Maximus, all the information that you want to know, that you need to know, is readily available so you have numerous resources available to you. And that’s one thing that I love about it.”

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Shaq admits that while he liked helping people before he came to Maximus, he enjoyed improving those skills.

“There’s been a lot of growth from my people-skills, to healthcare policies, to how my job interacts with other roles, to how the whole company works. It’s been very, very expansive.”

As Shaq learned more about the company he learned about the number of opportunities he could reach out for. As it turned out, Shaq was uniquely qualified for one in particular. Perhaps because of his reserved nature, he had never told anyone that before coming to Maximus he had become a certified Cisco networking associate. After being a CSR and then a supervisor, he thought the time was right to reach out for the role of IT technician.

“When the opportunity presented itself, I applied for it, and I’ve been in love with the role ever since because it feels like this is something that I’m meant to do.”

Shaq was able to use his customer service skills to serve his fellow employees, assisting them with the many computer, software and telephone needs they have. He also was able to still benefit from the resources available to him.

“Everyone is willing to help—your fellow technicians, the supervisors, the

managers, even the senior managers are willing to help. And that’s one reason why I love my role because they’re always willing to step in.”

When trying to sum it all up, Shaq smiles again, “I’m most proud of the person that I have become because of the company. I’ve always been a strong person, but I feel as if the experiences and the positions that I’ve had here have made me a better person. So I’m most proud of my growth that I’ve achieved while I have been here.”