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- ISASIO VELEZ
CUSTOMER SERVICE TECH SUPPORT MANAGER

STEPPINGSTONES

Isasio Velez took 2 to 3 classes a week while working full time at Yaskawa during COVID to gain his Electrical Engineering Technology degree. The degree enabled him to get promoted to Manager, Technical Support position at the company.

He wanted the new position because it meant more interesting challenges for him in the short-term. It also set a path for continued growth as he looked toward his future at Yaskawa.

“it just made so much sense to do this,” Isasio said. “Yaskawa is an engineering company. I knew if I wanted to grow here, I had to make a special effort. Going back to school – with Yaskawa paying for it – well, it just made sense to me.”

In 22 years with Yaskawa, Isasio has worked inside sales for the Switch division. He then moved into the motion and drives group. Five years later, he was given the opportunity to work in technical support. Then in 2015, he went back to school to get his bachelor's degree as an electronics engineer technician.

“These were all steppingstones. All along the way, I told the company about the path I wanted to follow. A 5-year path to grow in many roles. They liked it. Their willingness to do this for me was cool.”

“My story shows that as long as what you want to do is good for you and is also good for the company, you just know they are going to give you the opportunity.”

Isasio now works for Cris Franco in the Technical Support group supervising 15 people as a Customer Service Technical Support Manager.

“I look at my people – and people that want to work here, I look at them differently now that I've seen what you can accomplish at Yaskawa. I see somebody for who they are, but I'm also looking for what they want to become. They don't have to have that electrical engineering degree when I hire them, but I want to know that they are going to do what it takes to get one.”

“When I see that in them – and associate or a job candidate – they appear more valuable to me. Because I know it's not easy going to school and working 40 hours a week.”

Continually growing himself, and helping others grow, means a lot to Isasio.

“When the company achieves a goal, it means something to me personally,” Isasio said. “There is a lot of self-satisfaction in being part of a team of many employees that are focused on making Yaskawa better. Better for the customers, each other and themselves. I really believe that.”

