

## CASE STUDY

## THE RSC SOLUTIONS DIFFERENCE

Human potential is our most valuable resource. At RSC Solutions, we create an environment where people feel supported and empowered to do their best work. We seek out people with diverse talents and provide them with the tools and resources they need — both human and technical — to provide best-in-class solutions to our clients.

What our team members say:

“The team atmosphere is incredible. Everyone here wants to see their peers grow and do great things.” — Shawn Law

“We all have the same goals, helping each other so we can help our clients.” — Arthur Colombino

“It’s been an amazing journey so far at RSC. My managers and colleagues really care about my success.” — Carolyn Mandaro

“RSC Solutions is a growing organization, with a diverse client base and a cohesive and collaborative team.

We have the best of both worlds — the resources of a larger firm with the entrepreneurial spirit of a smaller one.”

— Carolyn Mandaro, VP of Business Development and Recruiting

## VITAL STATISTICS

### CAROLYN MANDARO, VP OF BUSINESS DEVELOPMENT AND RECRUITING

Carolyn’s role:

- Developing new business
- Managing relationships with clients
- Recruiting candidates and identifying resources

Professional background: 32 years in staffing, including nine years in IT staffing

Key benefits of RSC and current role:

- High-quality boutique agency that enables her to provide clients with customized solutions
- In-depth database and other tools to help identify talent
- Supportive team environment

RSC Origin Story: Carolyn has 32 years of experience in the staffing industry, including nine years in IT staffing and business development. Prior to joining RSC Solutions, Carolyn was a VP of Business Development at a large IT staffing firm, where she supported Fortune 100 and 500 companies with their IT staffing needs. Making the move to RSC represented an opportunity to broaden the scope of her work.

Carolyn believes RSC’s approach fosters deeper relationships with clients: “What appealed to me about coming to RSC was being part of a boutique agency where I could build strong relationships with clients. RSC gave me the ability to offer my customers more customized solutions and options.”

For Carolyn, making the move to RSC has also meant a better work-life balance and the opportunity to work in a supportive, collaborative environment. “It’s been an amazing journey so far at RSC. My managers and colleagues really care about my success.”

Q: What is the best part of your day?

A: “I love visiting new clients, meeting people and gathering requirements on new positions. I enjoy the challenge of identifying talent for our customers, and being accountable for placing a highly qualified person who becomes an integral part of their team.”

Q: What have you been surprised by at RSC Solutions?

A: “The recruiting support is excellent, and RSC provides us with all the tools we need. The team here has been extremely supportive in terms of helping me build new client relationships.”

Q: What is your superpower?

A: “My ability to connect with people. I create relationships with my candidates and clients, and they know that I really want the best outcome for them.”

Q: What personal qualities help you in your job?

A: “I’m very disciplined, and I have a strong work ethic. I’m a good listener and communicator. I think that’s key in order to succeed personally, and to help my clients succeed.”

“What’s best about RSC is that we all get along; it’s a team environment.”

— Arthur Colombino, VP of Business Development and Recruiting

#### ARTHUR COLOMBINO, VP OF BUSINESS DEVELOPMENT AND RECRUITING

Arthur’s role:

- Account management and assessing client needs
- Identifying new client needs to be addressed (e.g., staffing and staff augmentation)
- Recruiting, with a focus on filling high-level positions

Professional Background: Previous career as a performer in the music and entertainment industry

Key benefits of RSC and current role:

- Structure and clear path to upward mobility
- Opportunity to grow within the company
- Exciting and motivating work
- Team environment

RSC Origin Story: When Arthur came to RSC, he wasn’t just starting a new job; he was embarking on a new career path. After years of working as a creative performer, he was looking for a stable role that would allow him to stay local and spend more time with his daughter. Arthur joined RSC Solutions as a recruiter and quickly advanced to a more senior position.

Q: What have you been surprised by at RSC Solutions?

A: "How passionate I am about it. I never thought I'd love anything as much as music and performing."

Q: What have you learned here?

A: "It's the only time in my life I've ever been this structured and organized. I see things differently now because I have so many people depending on me."

Q: What personal qualities help you in your job?

A: "The reason I'm successful at it is I'm not afraid to be genuine. I've been in this business for five years now, and I've learned that you have to be an individual. If people trust you, they'll want to work with you."

Q: What is your superpower?

A: "I tend to see things that other people overlook. You have to really think outside the box."

Q: What do you like best about your job?

A: "You have upward mobility. I'm always about moving forward."

Q: What's unique about RSC Solutions?

A: "What's best about RSC is that we all get along; it's a team environment. We have the same goals — helping each other so that we can help our clients."

"The team atmosphere is incredible. Everyone here wants to see their peers grow and do great things."

— Shawn Law, Director of Sales and Recruiting

### SHAWN LAW, DIRECTOR OF SALES AND RECRUITING

Shawn's role:

- Day-to-day operations of sales and recruiting
- Business development and growth
- Hiring, training, and mentoring top talent

Professional background:

- Managed a sales and recruiting team at a large IT staffing firm
- More than 10 years of experience in technical staffing

Key benefits of RSC and current role:

- Smaller, more congenial atmosphere
- Better work-life balance

RSC Origin Story: "It was not something I was really planning on at the time, but after meeting the team and seeing their vision, I was absolutely hooked! I had gotten used to commuting an hour

and a half each way for five years. As my family grew, having the right balance in my personal life with my professional life became more important. My role here is fast-paced and exciting. I am able to spend more time with my team, while still making time for my family.”

Q: What have you been surprised by at RSC Solutions?

A: “The team atmosphere is incredible. Everyone here wants to see their peers grow and do great things.”

Q: What personal qualities help you in your job?

A: “Transparency — I want to make sure that I am open and honest with my team. Having a clear set of expectations is a great way to build something special.”

Q: What is your superpower?

A: “I can make people laugh.”

Q: What would you tell a friend who is thinking about joining RSC?

A: “It’ll be the hardest job you’ve ever had, but also the most rewarding.”

Q: What have you learned here, and what has RSC learned from you?

A: “A great team can do great things. If everyone is buying in, there is nothing that can’t be done.”

Q: What’s different about RSC from other places you’ve worked?

“What drives us is seeing the results — it’s more entrepreneurial. It’s also more of a collective effort.”

Q: What do you like to do in your free time?

A: “I have less of an answer now that I have two young kids [laughs]. I like to run, given the chance. It gives me a chance to clear my head and stay in shape.”