



## June 2021 Employee Spotlight Sheila Fales



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Our June Employee Spotlight is 504 Servicing Specialist Sheila Fales who works in the East Lansing home office.

As a dedicated member of the 504 Funding Team, Sheila has been a quick learner and enjoys stepping in and helping out when needed. She has a pleasant disposition and has a wonderful rapport with the MCDC borrowers. She is viewed as a well-organized team player among her peers and in the past couple of years has been MCDC's Annual Golf Outing Photographer.

### **Before MCDC, what was the most unusual or interesting job you've ever had?**

Before now, I've always been in sales. In 1999 I sold cell phones; this was when they were first released. It was during the time when there were very few people who were fortunate enough to even have one of those two-pound bag phones in their car. Society determined it was not going to be a passing fad and everyone wanted one. I was barely keeping up selling 30-40 new phone lines a day. It was insane and very lucrative, especially for me being a 20-year-old, single mother with a newborn.

It was a love/hate type of job where the frustration and pressures of sales felt exhausting and yet at the same time, I felt great about providing a service to people by adding value to their lives. Looking back, I guess I didn't realize that I was a large part of one of the most cutting-edge products that has made our lives easier, faster, better and more fun.

### **How has MCDC helped you in your career development?**

MCDC has been very supportive in any additional education to help me in my current position. It's truly a positive experience working here knowing that MCDC is helping me get quality educational opportunities while I'm already trying to get ahead in life 😊.

By MCDC making the investment in me, it motivates me to be more productive and get things done and off my desk. Each day I am learning as much as I can about other positions in the organization so I can step in and be of service whenever and wherever needed.

### **What is the favorite part about working for MCDC?**

Knowing that MCDC really makes a difference to business owners in Michigan and surrounding states. This has especially hit home with me during this pandemic; it's nice to know we are helping with job retention and creation.



MCDC's Annual Golf Outing Photographer

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