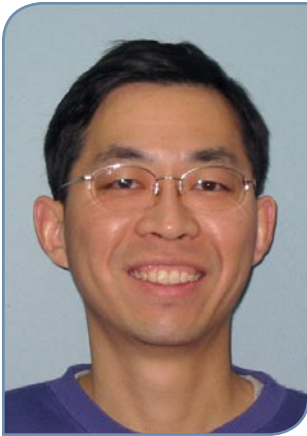


## Our People – Why I work at Dentsply



**Jacky Jia**  
IT

**What are you currently working on that you find particularly interesting and/or stimulating, and how do you think it contributes to Dentsply's success?**

We just had our North American wide VoIP phone system upgraded. Now we are working on building a global wide area network to bring every Dentsply location in the world to the same network infrastructure and truly utilize the one Dentsply strength. As in Canada, we are also looking to upgrade current IT platform to a visualization environment to cut down time and maintain high service level.

**What is one of your favorite things about the Dentsply location where you work?**

The people. This is a kind of team that I like to work with. They are so nice and friendly. They are always willing to help out when I need support. Of course I am there for them too.

**How do you feel you contribute to Dentsply's reputation for innovation and quality?**

As a local IT support person, I make sure all the IT equipment is running problem free, so the rest of our team can rely on it when they deliver their service to our customers. I am happy, if my customer is happy!

**What career development opportunities have you experienced in your time with Dentsply? How has this helped you achieve your personal goals within the company?**

It has been a good time for me to work for Dentsply Canada since 2001. I first started as an IT support in the Sales & Marketing department, then transferred to my current position as a Network Administrator in North America IT department. The company supports my further education, sponsoring me in several programming courses at York University. I achieved my Microsoft MCSE, and Cisco CCNA certification within my six years service in Dentsply. I believe that with all the good things we are doing right now, there is certainly a future for me here.