

## **Video Transcript – Karen Hoban Talks About Empowering Clients**

My name is Karen Hoban and I'm an accountant in the accounting services department. I've been with Cray Kaiser just about two years. I joined in August of 2019. We have a few clients in accounting services that come to us, they're very small business people that have a good handle on their own small business, but they don't have a lot of resources. They certainly don't have a lot of educational background in the accounting or financial side of their business. So, it can be very rewarding to feel like are helping the client, but in the process also teaching them and empowering them to take over some of the processes that I think that they're usually very intimidated by. Once they have learned how to take on some of those tasks themselves, that they feel that they understand their business even more.