



LUWAM GHERMAY
Information Technology Business Analyst
City of Coral Springs

Although born half a world away, Luwam Ghermay has found her safe haven in the city of Coral Springs, Florida. Originally from Eritrea, a small country in East Africa off the coast of the Red Sea, Ghermay immigrated to the United States at the age of 12. Sent to the U.S. by her parents to earn an American education, Ghermay quickly realized that “being an immigrant in this country, nothing is promised”. Working diligently to be accepted into college, and putting herself through her schooling at Dillard University, Ghermay can share the importance of working hard, but never being too busy for happy hour. Now, more than a decade after trading Tigrinya for English, Ghermay breathes easily knowing she is home at the city of Coral Springs.

Within the city of Coral Springs, Ghermay says she’s never felt like an outsider. Accepting and diverse, the city’s employees represent many different regions, from the Caribbean Islands to the Middle East and Europe. Equally diverse is Ghermay’s role at COCS as the business analyst in the I.T. department. In this position, Ghermay’s fulfills a customer-focused role, which extends from keeping communication lines open amongst the different departments to supporting both internal and external partners. She serves as the intermediary for all questions and concerns regarding technology used at the city of Coral Springs. Rough translation, this means Ghermay sends a lot of emails and attends a lot of meetings.

Nationally recognized with awards including the Malcolm Baldrige Award, the city of Coral Springs sees its employees respect as the most valuable goal it can achieve. The city’s management places a great deal of importance on keeping their employees happy and making sure they know they’re valued. With programs ranging from lunch and learns to a yearly chili cook-off, to which Ghermay’s department reigns champion, employee appreciation is engrained in the COCS culture. Some may say the employees have a little *too* much fun, as activities like “Monday Yoga” are the norm.

Ghermay’s had the opportunity to advance herself professionally, as the COCS promotes career development and employee retention. She’s completed a city-funded Toastmasters course and is currently in a Leadership Development Program hosted by the human resource department. After being promoted twice within her short career at the city of Coral Springs, Ghermay is confident in the possibility of excelling into a higher position and making a name for herself.

In her four years at the city of Coral Springs, Ghermay has achieved certifications in ITIL, equipping her to manage information technology services, and CJIS, a security awareness training program. Her greatest achievement within the last four years, however, has been the birth of her son Josef, who is now 11 months old. Balancing her career as information technology business analyst and her role as wife and mom, it’s a good thing that Ghermay learned the value of hard work at a young age.

It is easy to see how so many find themselves attracted to Ghermay’s bold personality and worldly perspective. She brings drive, perseverance and excellence to the table, and the city is better for it.