



Corporal Henry "Hank" Abbott

"FirstGov.gov helps me makes sense of the system. I didn't realize how many opportunities were out there."

Age: 21
Profession: U.S. Army - Artillery Mechanic, 2nd Battalion, 4th Field Artillery Brigade
Education: High School graduate
Location of Residence: Fort Sill, Oklahoma
Hometown: Detroit, Michigan
Marital Status: Single, recently engaged to Susan
Children: None
Hobbies: Football and Basketball
Computing Environment: Dell desktop computer, 14" monitor used on the base, T1, IE 6.0.
User Type: beginner intermediate advanced expert Twice a week mostly going online to keep up with email from family and friends, but also does research.

Profile:

Hank is originally from Alabama. He enlisted in the U.S. Army at the age of 18 as soon as he finished high school. He was then sent to basic training and advanced infantry training. Hank considers himself a highly dedicated soldier.

Two years ago, Hank graduated from the self-propelled field artillery systems mechanic advanced individual training course at Aberdeen Proving Ground in Aberdeen, MD. During that time, Hank learned to perform maintenance on self-propelled field artillery cannon weapon systems. He received additional instruction on how to maintain diesel power plants, compression ignition engine fuel systems, exhaust systems, electrical systems, and transmission assemblies.

In his role as an artillery mechanic, Hank is responsible for diagnosing equipment malfunctions and trouble-shooting. He was recently promoted to the rank of corporal and he serves as team lead for three other enlisted artillery mechanics. He will soon be deployed overseas for 6 months, but he is not sure where yet.

Hank intends to spend the next few years advancing through the non-commissioned officer ranks. Although he is currently exploring his options, Hank believes he might enjoy working as a career-NCO. Hank also likes the idea of someday leaving the army and going to work in the private sector as a systems mechanic for a civilian firm that designs, builds and tests weapons for the military. To further his career, Hank wants to learn more about educational and training opportunities available for military personnel.

In his spare time Hank likes to play football and basketball with his army buddies. He also played both sports in high school.

Internet Usage:

Hank goes online at the base when he can, which is usually twice a week. There is a computer center that enlisted men can use and he usually goes there to keep up with email from friends and family.

Hank uses very high-tech diagnostic tools in his work as an artillery mechanic. At times he does research online to find out about the latest information on the tools he uses. He also looks up information from artillery manufacturers so that he knows everything about the equipment he is working on.

Hank is reasonably Internet savvy, but has typically stuck to sports-related websites. He used to play many online video games, but now he just doesn't have time because his position as an artillery mechanic keeps him busy all day long and he does not have a personal computer at the base.

Hank is beginning to do research about future career possibilities within the army. He would like to understand his path to promotion and the steps he has to take to get there. He would also like to make contacts in the commercial world so that he has established connections when the time comes for him to move to the private sector.

FirstGov.gov Usage Profile:

Recently found FirstGov.gov and has returned weekly

Needs from FirstGov.gov:

- Tends to surf fast and print out information that he finds so he can take it back to read in his barracks
- Looking for information on educational and training opportunities in the service
- Research housing options from HUD
- Find out marriage license requirements in Detroit, Michigan
- Wants to contact his buddies from Artillery Mechanic School who were deployed to other parts of the world

Favorite web sites:

- www.army.mil/careermanagement - searches for general info to help him with his career
- www.NFL.com - searches for scores and game times
- www.NBA.com - searches for scores and game times
- www.mail.yahoo.com - sends and receives emails from friends and family

Personal and Professional Goals:

- Find educational and training opportunities to further his career
- Pursue promotions in the Army
- Purchase a home with his future wife, Susan