Kelly NEWSLETTER

Week of November 1, 2026

11/11 Holiday Schedule Reminder

Due to reduced staffing needs for the holidays on November 11th adjustments have been made to some schedules. Please review your schedule in NiCE before November 11th to confirm whether you are scheduled to work.

Remember, you will not be able to log in or work if you are not scheduled in NiCE.

UTO: Know Before You Request

Current or Next Week

Go to Schedules → My Schedule Changes → Request a Schedule Change. Select UTO and enter the scheduled hours you need off.

Future Weeks Not Yet Visible

Go to Time Off Manager → 2026 Kelly Time Off → Request Time Off. Choose Full Day or Partial Day, enter your dates and scheduled hours, then submit.

Check Your Balance

Go to Time Off Manager → 2026 Kelly Time Off. Your available hours appear under Remaining.

Remember: UTO must be requested for scheduled hours only. It cannot be submitted after a shift begins, for past shifts, or for additional hours picked up from the Time Board. Always confirm that your request was approved.

Finding Freedom in Words : Meet Nairi Zulamian

"My name is Nairi Zulamian, and I am an interpreter. I realized I liked languages before I even knew what that word meant. My mum tells me I started talking before I was six months old, and haven't stopped ever since.

When I was little, I would make up fictional characters in my head and have conversations with them. There was a twist, though: I've never liked other people eavesdropping on my conversations, so I would invent a private gibberish only I could understand. Growing up in Uruguay, I barely had exposure to other languages until elementary school, when I began learning English and Armenian. Looking back, my mind was yearning to express itself in another tongue long before I even knew that was possible. I loved how different languages sounded, the cadence of each phrase, and the beauty of having thoughts uniquely my own.

By age eight, I discovered a deep passion for writing. My parents nurtured that spark, taking me to creative writing workshops, surrounding me with dozens of books, and encouraging my creativity.

Living with Spinal Muscular Atrophy meant learning to navigate life differently. It meant adapting, problem-solving, and constantly finding another way forward. I remember one afternoon when I was upset and decided to go out for a 'roll.' The streets in Uruguay were not designed for wheelchair users, and I quickly got stuck on an uneven sidewalk. This was never a pity story, my uncle came to the rescue right away. But in that exact moment, an epiphany struck: my true sanctuary wasn't found in physical escapes; my sanctuary was built through words."

Finding Freedom in Words : Meet Nairi Zulamian

Whether speaking or writing, I found absolute freedom in my thoughts and intellect.

That is the magic of languages. It is the joy of seeing how your brain transforms when syntax shifts from one culture to another. It is the thrill of discovering that a single concept exists so vibrantly in one language but cannot quite be matched in another, like how Spanish captures the exact feeling when el dulce de leche me empalaga, a sentiment English simply cannot convey with the same heart!

Driven by this love, I went on to study French in college and turned my passion into my life's work. Today, working as an interpreter allows me to bring multiple languages to life every single shift while transforming the lives of others. There is no greater feeling than stepping into the gap between two people standing face-to-face and turning silence and misunderstanding into clarity, empathy, and hope."

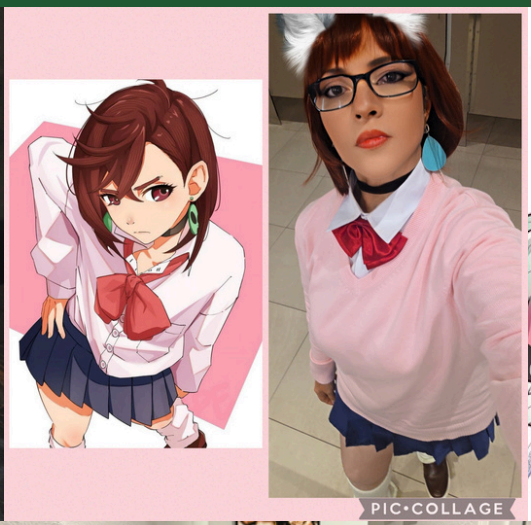
Edior's Note

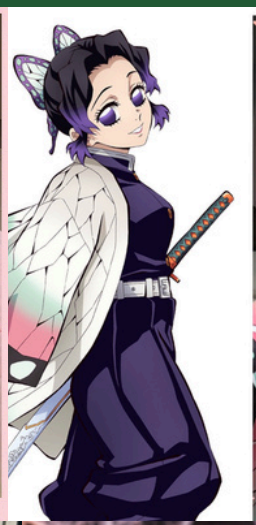
Behind every headset is a remarkable voice, a unique journey, and an unwavering commitment to bridging human connection. This week, we are honored to shine a spotlight on Nairi Zulamian, an interpreter whose lifelong passion for language and boundless resilience remind us of the true power of human communication.

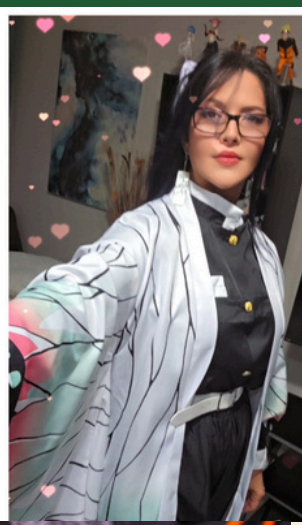
Living with Spinal Muscular Atrophy, Nairi discovered early on that physical limitations could never confine a boundless mind. Instead of letting obstacles define her world, she built bridges across cultures, finding true freedom and purpose in the art of interpretation. Here is Nairi's inspiring story in her own words.

Thank You for Your Halloween Submissions!

























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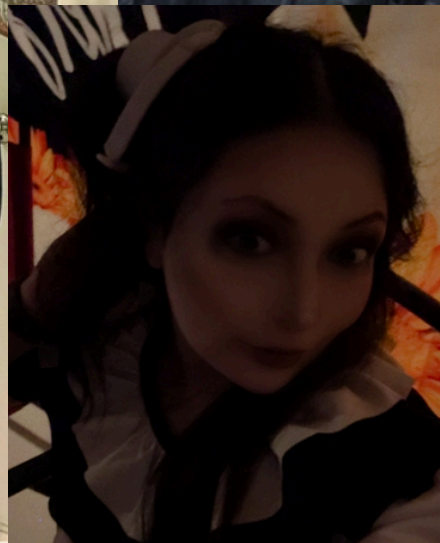







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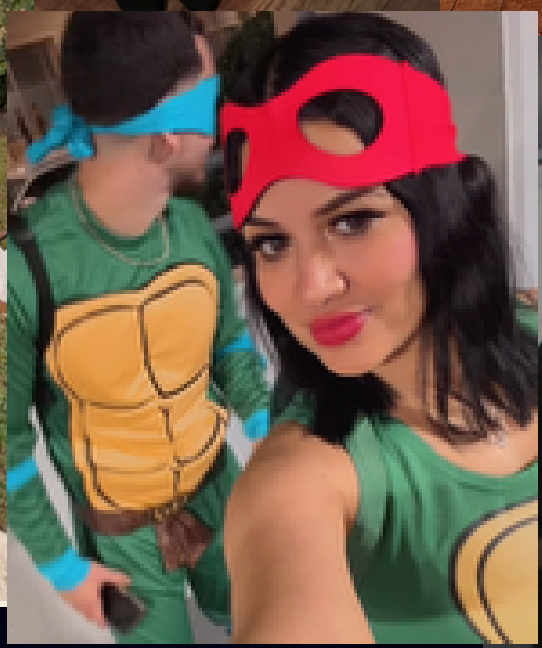















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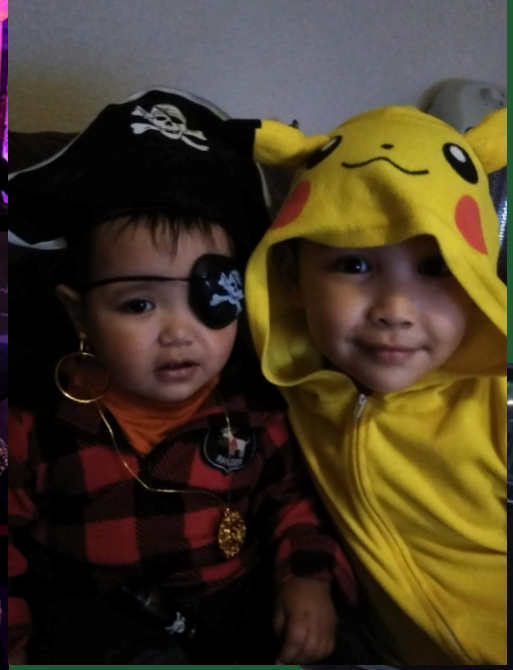







Thank You!

Your Halloween submissions brought so much creativity, fun, and personality — you truly made 33UL more fun to open!

Now, welcome Thanksgiving!

