Mattia Rainoldi: So then, welcome to your interview, and thank you for participating in it let's start with a few simple questions about yourself. What I couldn't guess from your diary is what you do as a job

P27: So, I'm I work as a product manager for a software company that includes a few different [inaudible] because it's a start-up company so with [inaudible] product owner, and I also help with development, so I kind of do three different things, but I do work directly with clients and then I also work directly with my Dev team, and my internal team as well.

Mattia Rainoldi: Okay, so how would you describe your employment type?

P27: Um, like full-time.

Mattia Rainoldi: Mhmm, okay.

P27: Yeah full-time.

Mattia Rainoldi: So many hours do you work a week?

P27: Um (laugh).

Mattia Rainoldi: That is something that I also couldn't really calculate out of your diary.

P27: That's hard, I would say, on average, probably anywhere from 50 to 65.

Mattia Rainoldi: Okay, then, is more than full-time.

P27: Oh yes (laugh).

Mattia Rainoldi: Kind of more than more than average full time yeah.

P27: Yeah, unfortunately.

Mattia Rainoldi: Why do you say unfortunately?

P27: Um I guess it kind of goes into what I've been talking about, and so my entries it's you know I, I have things to do outside of work that I would like to do um, but I, one, we have a very small team so I'm the only one who can do what I do, um, job security, great, but also, I do a lot of things and then also just I have the feeling that I need to prove that I'm always working just to look good to um, my team. And just there's so much work to do (laugh) so it's never ending if I don't do it today, I have to do double the work the next day.

Mattia Rainoldi: Yeah interesting yeah, few of the things that you just mentioned we are going to come back to them later. So you have an employment, so you are employed so you have a fix contract or something?

P27: Yeah, correct.

Mattia Rainoldi: Okay. I take a quick note of a few things. Right. Yeah. Very good (p). So when you think of your typical work day or just call it to work day if you think about your typical day, how do you organize work and your leisure life?

P27: Um I guess it depends on the day, um. So I would say, typically I get up and I'll work from bed (laugh), for the first, I would say hour, or so just going through emails, making sure there's nothing urgent that I need to attend to and then typically I can kind of tell how the day is going to go by about noon, whether or not I'm gonna have to work over you know past 5pm or, if I can actually stop at 5pm or around um, but typically I guess work always is a priority of mine. So if I have to put like my leisure life on hold, I [inaudible].

Mattia Rainoldi: Okay, why would you say that work is your priority?

P27: Um, I think it goes back to if I don't do it today, I'll have to do more tomorrow. So it just piles up. And I think that's more of a selfish thing like I don't want to have to work until 8pm the next day, I'd rather work until six today or seven and then be able to get off at five or six to the next day, so instead of just piling on more work for myself, I just want to knock it out.

Mattia Rainoldi: Mhmm. This is a very interesting statement um, because from what I'm reading also, I've been reading into your diary I had the impression that you are a person that travels a lot. And then hearing that work um, is your first priority that you book your leisure live on a second to say on a second priority level it's very interesting to hear. So how do you do that so traveling all but then putting work first?

P27: Yeah so I'm going to is it okay, if I like dive into like a couple of like the past couple years. So I've been working remotely for about four years now, two years ago, so 2019, I was living abroad, I was on a program sorry I'm getting work messages, I was on a program called 'remote year' on it's a US based company, you can join from wherever you probably heard about it. So I was on remote year and I hit so they do 12 countries a year, but I did 24 countries a year and I was working the entire time. And it I did get to travel a ton but I was like if my friends were going out to a party and I had to work, I would say no to the party and I would work and make sure it turned out that I got three promotions during that one year because of all the work that I was doing um, the counter side to that though, was once I did actually like finished work that I wanted to explore the city so then at that point, I would go out and explore the city after work which sometimes I would end word like in Japan, I ended work at six in the morning, so, then I would go out and explore the city for four or five hours come back sleep for four or five hours and then start work again um, to me, at that point that was worth it, I got to see where I was staying in each country, I got you know, to work and um, yeah sleep was lacking but you know I got to see a ton of countries um, as a recently I've been doing van life and that's been a little bit more difficult because I've been on more of a schedule I've been doing, I do photography on the side so I've been doing a lot of photo shoots that I have to rush to places. So luckily, this weekend this past weekend was my last photoshoot that I have to rush to so now that I can do a little bit more leisure travel I won't have to travel as much and I'll be able to go to a place and stay there for a few weeks at a time. But typically what I do is I get up in the mornings, I work from like a Walmart parking lot and then, after work I drive for four or five hours, try and make it to my next destination, sleep, do it again at the next location so I don't know I guess I just always try to put work first to make sure I have a paycheck that I can fund my travels I think that's the relationship that's important and that's why I work so hard is because I do love to travel. So if I don't have a job, then I can't travel (laugh), so I think that's why it's a priority for me because that fun.

Mattia Rainoldi: That's it may make sense yeah and very well argumented, fantastic yeah. Um, in all that you do and you're you're working in planning so much. So how do you schedule then the time for for your leisure activities?

P27: I don't (laugh).

Mattia Rainoldi: Okay,

P27: Um, I guess if I'm lucky enough to have downtime, then I take it, with all the gratefulness that I have. I'm also a very energetic person. Um, so I don't need a lot of downtime and I think that that's also something that separates me from a lot of people, where I just have energy and I don't need to recharge a lot. Um an extrovert I'm an ENTJ so that might have something to do with it um, but I don't really schedule stuff like I said, like I'd have to take my dog for a walk at night, if I pop in some music go, for you know a couple miles that recharges me perfectly. I can come back work a little bit more but yeah I would say I don't really schedule like leisure stuff it just like it happens, it happens.

Mattia Rainoldi: Okay, do you schedule work.

P27: Um no it's just when I start getting pinged early in the mornings, then it's like 'okay it's I guess it's time to work now'. And then kind of when things die down, and I have accomplished what I need to for the day then I like sign off, very rarely will there be a day, where like I leave things to do, and I sign off that usually happens like this past weekend when I was hiking with my friends pretty much time to sign off, I know I saw stuff to do but I'll handle it on Sunday night and I did I like kind of went back and looked at stuff just if that answers the question.

Mattia Rainoldi: Yeah, yeah there are two to further clarifications that I need here and so the first one is about when you start working because you said when you get pinged and use said before you work also from from your bed and get, so is there any point in time, that is fixed for you that you say 'okay, at this point in time I start working' on something like a set hour or something like that?

P27: Yes, so technically my job starts at nine to five so like if I start getting pinged at 7.30 I'll kind of look at stuff but by nine I have to be absolutely online for my team.

Mattia Rainoldi: Okay.

P27: Yeah.

Mattia Rainoldi: But what you're trying to say is that you're available before that and after it does well?

P27: Yeah (laugh).

Mattia Rainoldi: Okay, and then depends on?

P27: It depends on how much are so so basically, what I do like I send stuff to our India team, since they work India hours, um, they Ping us throughout the night and then into early in the morning into their evening. Um, so if they need to get on a call of something I've sent in the previous day, I have to be available for them, because they end up going to bed around 11 our time. So that typically is where a lot of that comes in, where like I have to be up early for my Dev team just because they need a an answer quickly, so they can continue to work on stuff the next day.

Mattia Rainoldi: Alright, so basically that makes your day be extended so before nine and after five. So there is any routine for you there that you say this is what triggers me to start work?

P27: Typically, when the ticket start pouring in from our clients then I'm like 'okay, I have to start work', that's typically like those will usually start coming in around 8.30 yeah yeah.

Mattia Rainoldi: So, and they come in through which device?

P27: They come in through FreshDesk which is on both my laptop and I also have the APP on my phone.

Mattia Rainoldi: Okay, interesting yeah, let's come back to that. I'll just take a note. And then you were also saying 'signing off'. What does it mean for you 'signing off', the way that you live and work?

P27: Yeah so signing off really just means closing my laptop but because I have scotty on both my laptop and on my phone, if my team needs me or if they send something on Skype, I still get it on my phone. Um, so I never really sign off just because, if something urgent happens overnight, I need to be available for the team yeah so I guess, I never sign off. And then also clients can continue to submit tickets all hours so I've gotten tickets at three in the morning, I've gotten tickets at 9pm. I don't look at them our support hours are technically 8am Eastern time to 6pm Eastern time um, but they can submit tickets whenever.

Mattia Rainoldi: Um, so how do you manage that so tickets coming in, signing off, not signing off, looking at them, not looking at them. How does it happen in practice?

P27: I always look at them (laugh).

Mattia Rainoldi: Okay.

P27: Just because then it kind of gives me an idea of one the urgency and into what I will be needing to do the next day and kind of where my focus will need to be if, and if I need to like even pay attention to that or if one of my actual support members can handle it.

Mattia Rainoldi: Okay. So, after so to say after hours so you're getting those only through your mobile or you're checking them also on your laptop?

P27: If it's an urgent issue, I'll go through my laptop but typically are like around, I would say, I try work no later than six sorry six like absolutely unless again my team needs me so then at six I'll usually shut my laptop down and then everything just shows up on my phone.

Mattia Rainoldi: So 'shutting the laptop down' for you what value does it have for you, or what does it signify?

P27: Yeah that's kind of when I'm like 'okay we're not going to work anymore, we will read stuff on your phone but we're not actually going to engage' most of the time. So, usually that's like the ceremonial like 'okay done with work'.

Mattia Rainoldi: Okay yeah, and that does happen around five so so?

P27: Yeah around six I would say.

Mattia Rainoldi: Okay, so you already stretched your um, and extra hour over the like yeah right yeah. Okay, I get. So you were also describing a little bit before that you need to be on home calls so to say from nine so how independent are you about making the choices that you make about when to be available and when not to be available?

P27: Um well that's a good question so for my development team, I have to be available. So if they needed, I've I've had calls at five in the morning before for an emergency situation I have to be available for my development team. For clients, I can have a little bit more flexibility and saying 'hey I can't meet today, we have to meet next week', on that I do get to dictate um but yeah as far as like internally that's completely dictated by I would say the urgency of the issue, but I don't get to dictate and usually I actually don't even get a warning, most of the time I'm just getting a call to my phone um, and I have to hop on it, if I can.

Mattia Rainoldi: So you do have to do that, or something that you do, because you feel like you are supposed to do it?

P27: Um if we want something turned around quickly, then I have to because sometimes the the product requires like an update before 7am or before 9am before people are on it, and if I don't get on the call to answer my Dev team's questions about it, then, sometimes it doesn't get pushed um but other times if it's like 'oh we're working on a ticket that isn't going for a couple weeks until like production' that I can be like 'hey let's schedule this call for another day' but typically when they call I know it's it's an urgent issue.

Mattia Rainoldi: So you feel obligated to answer to it?

P27: Um, yeah that's how I'd put it (laugh).

Mattia Rainoldi: Okay. Um, let me see here, so tell me also a little bit about so we've been talking quite significantly about the timing the timing of work and let's start taking, talk to me a bit through the timing of that you did or the time that you dedicate to leisure because I'm seeing here, so you need to be available in the time that is scheduled and it can be stretched a little bit, but from what I got from your diary um, you can also manage to squeezing in that nine to five um, kind of employment, also some some time for leisure. Can you tell me a little bit about it?

P27: Yeah like so because I can work from my phone I think that's the biggest key here because I can work from my phone, I can work on tickets, I can work on um, internal calls, external calls and then also with my Dev team right from my phone on like our our internal ticketing stuff for our Dev team um, that's 90% of what I need to do, the ONLY percentages of like what I can't do is testing stuff in our actual product, product um, it doesn't work on phones so that's where I run into an issue, but when I'm out and about and let's say it's just a ticket that's a training ticket, they don't it's not a bug, you don't need to change your buzz. I can do that right from my phone and say I know the system so well, I can do pathways in my head, so I can go here here here click on this and then do this um, and I can do that right from my phone so if I'm out on a hike as long as I have service, I can text, I can send back to the customer looks like I'm online to my boss um, and nobody's you know any wiser I don't know what that term is, but none the wiser, you know so um yeah the biggest thing is, as long as I have service and it's not something that I need to actually test in the system, I can do everything else for my phone which is made possible by the Apps I would say, if I didn't have the Apps um, via like FreshDesk, Jira, Skype, I wouldn't be able to work from my phone. So those are really key products that I use that helped me work from anywhere.

Mattia Rainoldi: Mhmm. So how would you decide to take time for let's say you used the example of a hike during your workday so when would you take that opportunity?

P27: Yeah so usually I would try to do stuff during like the end of the day, just because a lot of more urgent issues happened during the morning, so if it's during the end of the day, and like tickets are starting to slow down, my team isn't pinging me as much, I mean like 'okay it's 3pm let's go on a hike', if someone directly messages me or there's a question that's in our group chat on Skype, I can shoot back a response really quickly as I'm hiking but typically it's like how busy is support and how busy is the team, if it's not super busy yeah I'm gonna you know do laundry, if I'm at my parents house or you know go get food if I'm out on the road or whatever but typically dictated to me by how busy we are.

Mattia Rainoldi: Um, that's an interesting thing interesting thing that you said here is 'it looks like I'm online to my boss', um, what does that really mean to you?

P27: Yeah so um most of us in the company are remote, we do have a few people who like to go into the office, we haven't always been this way of course quarantine send us all home. And we are all working way too much um, my boss is a workaholic just like me and she's always online, she's always working, so I don't want to look bad saying 'okay well I'm signing off right at five' or 'I'm taking you know an hour to go do a hike', I don't want her thinking that I'm not working as hard, even though I work extra. I still want her to know I'm like working during the actual work hours and even though basically I I work more than I should after hours and I almost like the hours even out, but I just want to look good to her because she's always working.

Mattia Rainoldi: Okay, that's important for you?

P27: Yeah yeah. I don't want to look like a bad employee, slacking when she's putting in more time than me.

Mattia Rainoldi: Okay, yeah, that's interesting. So and let's say you're still on your hike and something comes in from work, how do you react there?

P27: Um if it's a ticket from a client, I'll take a look at it right away, just to see what it is, um, if it's a training issue, I'll leave it my other team members can handle that, if it's a change request my I'll handle that later because that's also what I do, but if it's a bug um, then at that point I'll ping one of my other reps or my other reps just be like 'hey can you look at ticket xyz, um, I'm finishing something up can you help me out?'. So yeah I'll always look at it, but if it's you know, like an internal discussion I can respond to it that I will, if it's something not related to me I'll still look at it and acknowledge it at least.

Mattia Rainoldi: So, and how does it feel for you to be on that hike and well let's hoping for the best that nothing major happens, so how does it feel?

P27: Stressful. I feel great being in nature, but I'm also like 'oh my gosh I should be working, I should be helping my team, we're already so busy, we're already short staffed, why am I having fun, while they're working', yeah that's a that's a big stressor for me that I'm into I'm doing something not work related during work hours and they're working really hard.

Mattia Rainoldi: So why do you do it in first place?

P27: Good question um, I guess, sometimes I just need to step away like I know I said I'm an Energizer bunny but nature is where I recenter myself, outdoors is where I recenter myself. So if I put in a lot of work in the morning, then I'm like 'okay, I need to like clear my head for an hour or so'. And typically it's because I know that I can do it, I can multitask really well, I think that's the other thing I just know the system so well and my clients so well that I can just be like 'okay, I can handle this' and I know which clients I can respond to later or which which clients I need to respond to you right away, um, yeah I think it's just doing this for four years, like, I know like what I need to do for each each scenario.

Mattia Rainoldi: Okay, right. Good. Um. Do you take days off where you don't work?

P27: So, it's funny that you ask that. I took my first day off in two years, two or three years, um, two weeks ago.

Mattia Rainoldi: Okay.

P27: Or three weeks ago yeah I took the Thursday, Friday off before Labor day weekend here in the States, because I was going to be in the desert, um, and I know I wouldn't have service, so that was my first two days off couple years.

Mattia Rainoldi: Okay, so all the rest of the time to basically work seven days out of seven, is that what you're saying?

P27: Um, oh weekends, I do take off, oh except for releases, so we have a release this weekend so I'll be working this weekend and then the weekend of October 16, I'll also be working on the weekend pretty much full days.

Mattia Rainoldi: Okay, but otherwise, you -

P27: Well, otherwise, weekends I do take off, I'll just check my phone and make sure nothing's coming in.

Mattia Rainoldi: All right, so, then you took two days of holiday in two years just just last week. All right, is there any particular reason for taking the weekend free?

P27: Um, we don't typically have tickets coming in, but our development team also takes, we all take the weekends off. But occasionally there's an emergency and we have to work or again like releases where I have to test the system to make sure there are no bugs, then I also have to work but that's about once every month that I work weekends for the release and then maybe two or three times a month something will happen on the weekends, where I have to get on, my Dev team has to get on, and then my manager has to get on.

Mattia Rainoldi: So when you're working weekends, then can you compensate with taking some other days during the week off?

P27: Yeah so typically that's what they say, they say you know if you've worked a full day take that off in the coming future but when when am I going to take that time off (laugh). I have too much to do so, I have basically I think I have 100 extra hours stockpiled right now that I could take whenever, um, but I just haven't yet, so I keep saying I will, and then I just don't (laugh), because here's the other thing actually on that note, when I say I'll take time off, usually I'm in a location with WiFi or with service um, so I just end up working anyway, just because then I don't have to use that day off and I can keep that stockpiled for I don't know some time in the future that I'll never use.

Mattia Rainoldi: Okay (laugh).

P27: Yeah I know it's dumb (laugh).

Mattia Rainoldi: Okay. Fine (laugh). Right (laugh), sorry about that. That was a funny thing to say. I kind of know the feeling, right so and what about the place where you work from so because you said you're working remotely and what and I've seen here in your diary that you mentioned several places um, where you worked from. So how do you decide where to work from?

P27: Yeah so typically anywhere with good WiFi that's the number one. If there's not good WiFi, good cell service but I'd prefer to work on WiFi because my cell plan doesn't have a lot of data which I'm changing next month (laugh). I'm going from 15 gigs to 50 gigs so that will help me to be able to work from way more places, but how I decided it's typically do I have WiFi so um, when I'm traveling when I was traveling abroad, it was typically always my apartment because they had great WiFi, if it wasn't my apartment it was a co-working space. I hate co working spaces. They are absolutely horrible, they're awful, I can't I can't stand them. Same with coffee shops that's like a last resort, if I have to go to a coffee shop, I will but I'm working like in quiet places, because I am on so many calls and I like to listen to music while I work so yeah typically it's if you just do they have good WiFi or cell service but as far as like like the location, um, I kinda just where do I want to be for the day or where did I end up driving to last night. I guess the other thing how far did I make it or is it yeah yeah I would say that's pretty much it for now, that'll change in the coming weeks now that I don't have to like race to the next location.

Mattia Rainoldi: So basically what you're trying to say is that any place will do for you?

P27: Pretty much (laugh). I'm not too picky. I just like it quiet, where I can listen to my music, where I can work comfy clothes is a big, ooh that's a big one, I like to be comfortable while I work. I like wearing sweatpants, um, I don't like dressing up in business clothes, if I don't have to. So when I go visit clients, that of course I'll dress up um, but typically if I'm just working from the road or from like someone's house, a friend's house or whatever, I'm in I'm in sweatpants so that also is a big one. I just like being very comfortable.

Mattia Rainoldi: So basically then for your work you just also need your your two devices isn't it?

P27: Yeah pretty much, just the cell phone and my laptop.

Mattia Rainoldi: Okay, so you can do everything from it?

P27: Yeah pretty much everything, yeah even when I'm on site, I bring a laptop and my bring my phone, but everything else is like in person, I just work with them like on their device but that's very very rare.

Mattia Rainoldi: Okay. So I'd like to talk about a little bit more about the tech part now, um, so you have already discussed a few things there which devices, the Apps and the Apps so they're all of the Apps that have a role for you so just yeah let me just check in my notes here, mhmm, so what I from what I understood you also use these devices for both for work and for leisure purposes, so how do you differentiate when you use them for leisure, how you use them for work. How do you draw the boundary, um?

P27: Um. I think that also just depends on the day and the time of day, after six-ish when I close my laptop and I hop on my phone, I'll go on Instagram, I'll go on um, Spotify. And I won't go into my work Apps unless something pops up, so I will actively go look for more work, if that makes sense.

Mattia Rainoldi: Mhmm.

P27: And then for work while I'm working, I try to stay off of other Apps like Instagram while I'm working just because that'll distract me. Um, occasionally, I go on just because I have a downtime and I'll like scroll while I'm on a call or you know something that isn't really relevant to me but typically I try to keep those completely separate just because I almost reward myself with um, going on those Apps later in the day and just kind of like like right before I go to bed I scroll on Reddit for an hour or something or Instagram whatever but that's kind of my reward for the day of like 'okay, this is how I'm gonna decompress tonight, do whatever' if that makes sense.

Mattia Rainoldi: Yeah, that makes sense, what I like to understand is also you said it's over six and you try not to look at it for for more work. So you're not actively looking for more work. So how do you configure your your device in order to to achieve what you were saying?

P27: So I don't I don't like turn Apps off or turn notifications for Apps off and I probably should, um. So, I guess, this is weird for me, um, I hate the little notifications so like my email if it has like a one like a red one, I have to go in and read it, I have to out that notification, so my screen doesn't have any like red ones are notifications on it, um. So kind of once that's done, I'll just like after six I'll go and just clear it out, I won't even read it, and just like I don't know. I don't know I don't really configure my device in any way, though I just let stuff come in, clear it out and say I'll handle that tomorrow and then go back to my own stuff but, oh, but I'm after bed or like when I'm about to go to bed like actually sleep, which I tried to do around like 10.30 um, I will turn my phone on silent, that is one time, I absolutely disconnect mostly because of my India team they'll start pinging me at four in the morning, so yeah typically around 10.30, 11 I will completely shut my phone on silent.

Mattia Rainoldi: So um before that you're trying saying notification will come in, and as soon as they come in, you're going to check what it is in order to just not to have that red sample any more. So that takes you, basically, so what happens there, so do you read the messages, how it happens, or just I don't know?

P27: Yeah I read it like I'll read the subject line. I'll go into it first read subject line and then back out as long as it's not urgent, so it's just to clear that notification at that point.

Mattia Rainoldi: Mhmm. And how often would you check for it?

P27: As soon as they come in so if I get five emails from 7 to 10 I'll just go in quickly like hit read on all of them and then swipe out.

Mattia Rainoldi: Yeah do you do that regularly during the evening or whenever you're not working?

P27: Yeah I would say, I would say regularly like yeah if I get something and I'm watching a show or something I'll just and they're like my phone on vibrate then I pick it up, then I pick it up, I look at it, and then I put it down just right away, I don't even like if I'm doing something actively then I'll I'll shut my phone off or not shut my phone, I'll put like work second, but if I'm just kind of sitting, hanging out most likely I'll pick it back up and and work a little bit.

Mattia Rainoldi: So for every notification that comes in of whatever nature you have the vibrations on that gives you, triggers you to go and check?

P27: Yep for both my email, um, and the client support portal FreshDesk and Skype, they all have notifications.

Mattia Rainoldi: Yeah right, so the reason for you to let them come in um, you have probably already said it is just check that's nothing serious happening or is something else?

P27: Yeah it's basically to just make sure there's nothing urgent and then also just a little bit to get an idea of like what I have to do tomorrow and how early I actually have to get up.

Mattia Rainoldi: Okay yeah. So does this kind of encounters or situation do feel for you like an intrusion into from work into your leisure time?

P27: Yeah I would say so, for some of the stuff um, like if it's an, an email from a client and it's you know nine count like couldn't this have waited for tomorrow or till tomorrow, but then again it's on ME for actually going in and checking it like I do it to myself (laugh) um, if it's something from our internal team like on Skype, then I kind of get frustrated I'm like 'okay, why are we, why are we blowing up the group at 9pm about something we can handle tomorrow'. Um, so if there's an internal something discussion then yeah get kind of annoyed but if it's like a client that I know that I can do that tomorrow, because they know our support hours are eight to six and I don't need to handle it.

Mattia Rainoldi: Mhmm. Okay. Does sometimes happens also the opposite, that because you working and using your devices, also in your leisure time that your leisure life intrudes into your work because of those devices that you are using?

P27: Yeah I would say, I would say occasionally if I'm just having an absolutely horrendous busy day yeah I'll go sit on Instagram for 30 minutes um, just because I'm frustrated just to like disconnect from work doesn't happen often but occasionally yeah I will just completely shut down from work if I've worked too much or if a client is absolutely pissing me off. Um. Then yeah I will let leisure step into my life and then also like when I'm with friends that's a big thing for me of like they're doing something, I shouldn't do it, most of the time I won't but, again, if it's like a hike and it's something outdoorsy and that I can still work yeah I will let work through on that and I'll let leisure intrude on work.

Mattia Rainoldi: Mhmm.

P27: But typically no, I would say, for the most part, I don't let leisure intrude on work.

Mattia Rainoldi: Mhmm. So how do you make sure of it?

P27: Um, it's I don't I guess if it happens that happens, because I know I'm going to be working late anyway, so I know I'm going to basically like make up for that time. I guess that like justifies it in a way for me yeah yeah.

Mattia Rainoldi: What do you mean exactly with 'it justifies'?

P27: So just, I guess, because I know I'm I'm always working and I work really hard like 30 minutes to check, you know talk to my friends or whatever like I know I'm already working more than I need to so like it's okay um, if I take like a little time away because I don't normally. So it's like a once in a while type thing just to kind of be like 'you know what you put in 70 hours last week it's okay if you take an hour to actually sit and eat and make lunch' cuz I don't usually do that I like I'm usually on the phone while making lunch or eating lunch, so I guess yeah just the fact that I work so much occasion I'll be like 'you know what yeah just sit, just don't do anything for right now'.

Mattia Rainoldi: Okay, great. Um. Yeah, and this is also a question that I believe is kind of interesting for you, if you ever found yourself in a situation in which, because of technology um, is hard for you to differentiate if you're working or if you are in a leisurely environment?

P27: Always (laugh).

Mattia Rainoldi: Okay.

P27: Yeah yeah always I don't really I don't know I I think lately in the past, I would say years um it's gotten really bad for me were like the lines kind of they they blend just because quarantine I was working 12, 14 hour days because there was nothing else to do and now that's kind of bleeding in that that's become the norm, because it was for so long um, that yeah that that has started to bleed. Um, I got good shutting my laptop for about a month feel like 'it's five, I'm logging off' but that didn't last yeah I would definitely say that that's yeah they definitely uh there's no line and I people who do have regular jobs where they can clock in clock out right on the dot um that does cross my mind a lot of 'wow if I had a different job, than I wouldn't need to work so much' or 'if I had an office job, I could leave earlier' but then again I had an office job when I was still there till seven so (laugh). But yeah I think the clock in clock out of thing like just making more friends in the van life community right now, a lot of these people do what I do like they're online, but a lot of them also do seasonal jobs where they only work for four hours a day or they have their own business um, and I think lately because I'm getting deeper into that community that's affecting me more in a negative way of like 'what if I something like that'.

Mattia Rainoldi: Why do you say 'affects you in a negative way'?

P27: Yeah I guess I just get jealous of those people like 'oh wow you worked, you know six hours today, and now you get to go and frolic on a hike, and I, and I don't know', yeah I think it's just knowing that they don't work as much as I do (laugh) but then, they also tell me that they're jealous of me, because I have a steady job, I have a salary, I have benefits, I have a 401k for retirement so it's just it's you know the grass is always greener.

Mattia Rainoldi: Yeah that's true, yeah (laugh). Right. Um, what you were saying you said something that was interesting again. Let me see here maybe, well let's discuss another thing before we turn to look at your diary for a little bit. Um. So, in your opinion, so if you think about your typical day or so um, which are the perceived advantage or disadvantage that you perceive that using technology bring for you in managing that relationship work leisure?

P27: Advantages, yeah I would say it goes back to when I was traveling abroad, I could go out get lunch and still be working on my phone, go back and then work some more, I think that that's a huge advantage of just having access to all the Apps, all the emails that I need um, right at my hands, without having to bring my laptop and then also, I think it really is beneficial to have a hotspot on my phone, because then, if I do need to bring my laptop, I can use that and hotspot from wherever I need. And again, I can be in where was I, I was in the middle of Indonesia, and I was working 'oh, this is my dog' (laugh), that was in the middle of Indonesia working you know off my hotspot for a quick second because I needed to and again, I was in Indonesia, you know, so I think that's a huge advantage of just being able to travel and go wherever I really need um, or want and having having that connection.

Mattia Rainoldi: Mhmm. And do you also see disadvantages?

P27: Yeah too much connection, as we discussed. There isn't really that offline time for me where I just get to do my own thing um, and it just comes all in all consuming like I'm just always working yeah I think that's the biggest disadvantage.

Mattia Rainoldi: So that brings me to the question is, do you ever disconnect?

P27: Like fully?

Mattia Rainoldi: Mhmm.

P27: The two days when I was in the desert that I took off recently yeah, even though there was one section I actually got service but here's the thing I got service and emails and stuff started to pour in and I just like I ran away. I did. I disconnected completely so 'I'm not even going to look at these'. I mean, of course I cleared out the notification first but I can't have that red little one, but then the I didn't look at them. Right. So yes, I would say that that's really the only time I have fully disconnected and not thought about work for multiple days on end in the past couple years yeah even in like I was visiting the Galapagos and it's really hard to get WiFi there, but I still managed to find WiFi or connection just because it was Christmas just because work needed me so that's the length I goes to.

Mattia Rainoldi: Yeah you can call yourself like a WiFi hunter, something like that (laugh).

P27: Exactly exactly as long as there's WiFi, I'm happy.

Mattia Rainoldi: Alright. Good. Yeah, and that is a situation, the one that you work describing is a situation that made you feel uncomfortable?

P27: Yeah. Sorry um, yeah, it's very, very stressful to have to try and find WiFi constantly to make sure I'm connected. Is that what you mean?

Mattia Rainoldi: Yeah yes, this situation and the situation before that, where we were in the desert and then all of a sudden notifications started pouring and um.

P27: Yeah I would say no actually at that point, I know that I had like warned my team six months in advance that I'd be taking those days off so that actually did not make me uncomfortable. I was just more like disappointed that I had service. I totally wanted to disconnect. So yeah that didn't make me uncomfortable but the Galapagos one definitely did try and trying to find service but um yeah.

Mattia Rainoldi: And why did it make you feel uncomfortable, so?

P27: Um just as I had to run to like five different places to try and find WiFi and all over the island and mostly because I didn't tell them that I was working from an island and make sure that it didn't look like I was like on vacation or taking time off that I didn't have so I wanted to make sure, like, I was actually doing work when I said I said I would be doing work.

Mattia Rainoldi: Mhmm. Alright. Let's see what I have here. So basically would you say that digital technologies, the one that you are using, influence the way that you live and the way that you manage work and leisure life?

P27: Yeah definitely I think, I think for me personally, there are more advantages than disadvantages. Um, just because I love travel so much that it, it does allow me to go travel or go places it's definitely enabled me to work more again pros and cons of that for me, honestly, like I don't ever want to go back into an office job, I don't I just I never will know this life is too good. I enjoy traveling way too much to ever be tied to a place where I have to show up. So I think technology has definitely given us one access to jobs, like or like to work, but also to more connection, so I never feel like I'm not connected to my to my colleagues. Um. And I also feel like I'm always connected to like friends and family so um, so there isn't like that isolation feeling of like working remotely which I know some people have talked about that before, but I never feel it, yeah and then the disadvantages of course working too much.

Mattia Rainoldi: Yeah.

P27: Yeah but I think technology has been phenomenal. I don't think I would have been able to do that easily even five years ago.

Mattia Rainoldi: Yeah.

P27: I think technology has also given relief to companies in the way that they can use Apps to see when people are online with who are working in it gives them that sense of 'okay so, and so I was actually working so and so's online I see them, I see what they're doing, even though I don't physically see them', so I think it's given a lot of visibility into companies um, to allow remote workers to continue to work remotely.

Mattia Rainoldi: Yeah, that makes sense, so technology made a big leap in the past few years, so enabling a lot of different types so lifestyle. So do you believe the lifestyle that you have is a balanced lifestyle for you?

P27: (laugh) No, um, I mean, I know I work too much, I do and people my coworkers always tell me like 'P27, take some time off, P27, sign off' but at the same time, they don't even when they're told to sign off so it's kind of just like a game of cat and mouse like who's gonna sign off first (laugh). So, yeah, yeah I don't think it's balanced, but I am working on that I've been actively working on it for the past couple months these past couple weeks of it just been crazy, but like I said I got one month, where I was really good at shutting my laptop, one month, and that was wonderful but both my manager and I are working toward together signing off at more of an appropriate time and signing on it more of an appropriate time cuz she does have kids and a family so we're both kind of trying to push for that with our entire team or being very vocal about it.

Mattia Rainoldi: Yeah, so what would need to happen in the future for you?

P27: Um, I think just saying 'no' more and just shutting my laptop down saying 'I will handle that tomorrow'. And I mean I'm really good at time management that's the other thing like it's not like I don't fill my time well during the day um, I just have just it's just so much, so I think we need to hire more people so that's obviously nothing I can control. But if we hired more people and if I just absolutely said 'I'm not working past five', I think those things would definitely help.

Mattia Rainoldi: Is there anything that you wish to do for yourself right now?

P27: I definitely want for time off and I'm planning on doing that in January. Um, we have a couple so in the van life community, I have a couple friends and we're all planning on driving down to Baja Mexico and there will be cities that there will be no service so already told my manager I'm using some of those accrued hundred hours that you know I've worked on weekends for, and I will be taking time off so um, I just need more of that because I do feel refreshed and it's nice to like completely disconnect and then come back and restart as with any job you've probably experienced the same, though, when I do disconnect the day before I reconnect there's always that lingering 'oh my gosh I have so much work to catch up on, all those emails to go through', so it's almost not as relaxing for me, and I think that's also why I connect so much it's just the dread of how much there is to do if I take time off or even if I don't.

Mattia Rainoldi: Mhmm. Yeah I understand. So let's have a brief look into your diary and let's see if there is still something that we didn't discuss about some interesting things um, yeah, this is an example of what you've been describing being on the road and being on the search for for WiFi to stay you say you were in Montana and hoping to find WiFi on the road, and so you even worked from a Walmart.

P27: Oh yeah.

Mattia Rainoldi: Checking, answering to Skype messages, while someone was driving for you (laugh). Is that a typical situation?

P27: No, so that I was really lucky about typically it's just me on the road, so typically I don't have someone to drive for me, driving sometimes I'm working while I'm driving, um, I take calls will I drive, um, occasionally I have to pull over pull up my laptop and work but you know typically somebody else is not driving, that is a luxury to have them drive will I work, but I also don't drive while I work a lot I usually do that after hours, so I can get to the next location, but yeah Walmart parking lots are like those are my jam, (laugh) free WiFi, great.

Mattia Rainoldi: Okay. Another day here, you say you did you stop to the Theodore Roosevelt national park for an hour while you were working, you were in working working hours yeah. Tell me a little bit about it.

P27: Yeah so I stopped because I know I probably will not be back to North Dakota for probably years. Um, so I thought, if I'm here, I might as well go see it. And I basically didn't do any of the hikes, didn't really stop and see many places, I pulled over once so I did a very brief tour of the National Park, but I still wanted to see it, so I didn't want to miss out on that so, I basically said 'hey I'm going to be out of a WiFi for an hour, I'll be back on after.

Mattia Rainoldi: You said it to yourself or to your team?

P27: Yeah to my team. Okay yeah I just said 'hey I'm not going to be in service for an hour and then I'll and I'll I'll reconnect when I can', and then immediately when I got back into service I let them know, I was back online.

Mattia Rainoldi: Mhmm.

P27: Sorry, I just have to change positions.

Mattia Rainoldi: Yes yes. Please go ahead.

P27: Oh no, go ahead.

Mattia Rainoldi: So how that situation made you feel?

P27: Um rushed. I think that's the perfect word for it, I didn't really get to enjoy the National Park, not that there was much to enjoy but like you know there were bison that I would have loved to stop and take more pictures of, there were coyotes and I will love to you know watch a little bit more but I think it was just rushed, because I know it was during work hours and I needed to reconnect which a lot of my exploring adventuring felt when I was abroad, and I was just rushed or just tired, because I had worked all day or all night yeah I think rushed is a good word to describe my leisure time (laugh).

Mattia Rainoldi: Mhmm, okay. You say here that you guess the driving is your next free time activity?

P27: Yeah yeah for the most part when I'm on the road free time is like just driving but again, now that I'm done with all of my like scheduled shoots, I'll be able to like work. And I don't have to drive for the next couple of months actually which will be really nice, so I can work and explore the area that I'm actually like in for the first time that'll be good.

Mattia Rainoldi: That's great yeah, um, on that note, how would you organize then yourself in terms of when to work and when to dedicate time to exploring?

P27: Yeah I think because I'm trying to get better um I will set more I'm again I'm trying to set more of a schedule, like, I will get online 7.30 to nine like I always do, but then at 5pm, I'm going to draw more of the line because I do want to go explore the place, um, and I know my co-workers will be fine with that I know that, they've told me that. I just have to do it just have the willpower to do that and disconnect.

Mattia Rainoldi: Yeah, basically depends on you, that's what you're trying to say?

P27: Yeah.

Mattia Rainoldi: Yeah. Let me see if there is anything else. Oh yeah this one is interesting, you're talking about here about 'forced breaks' that you don't like taking. Um, so how do you take breaks, then?

P27: Yeah so typically a break is like for me it's like doing a load of laundry or making a sandwich um, or getting gas, you know if if my boyfriend Nick is driving will have to stop get gas, I have to take Charlie for a walk um, those are like those force breaks of like 'okay, I actually have to change something in my physical life' but when I'm just sitting like you know, like right here at my parents house like the like a force break is basically like 'oh my gosh it's 2pm and I haven't eaten breakfast', that's I guess the the forced breaks but yeah typically like another break would just be just chores around the house, doing dishes or so. I guess they're very active breaks, they're very, very productive breaks during the during the day so doing something else I need to get done that I just haven't had time to do yet.

Mattia Rainoldi: Mhmm does break, as I understand, they are related to some chores rather than than leisure activities?

P27: Yeah always chores.

Mattia Rainoldi: Good. Let me see, yeah. So you're an example that you're were hiking at the waterfall is probably the the example that we discussed a few times and you having your mobile with you and using it to connect with customers and and and your team through Skype.

P27: Yep, yeah it was very convenient, um because I can do calls and I could do texting. I think that's yeah that's the biggest one to make sure I'm connected to my team.

Mattia Rainoldi: Yeah. Let me see again, yeah and what is interesting for me are in the same day that you finished describing the day and you're saying you went after the time to a brewery with friends and and boyfriend and dog, and that is after 5pm still messages are coming in, so how how how is it for you, so if you have people around so does your behavior change, so you answering to work calls or whatever work related um, just because of other people that are there?

P27: Um I think I'll check it less, but I still check it but I'll check it almost in batches like I'll let it, sit for 20 minutes, let me 'okay, I need to check make sure nothing's happened' but I still check it even around people and yeah I think it also depends on what we're doing like if we're just sitting in a bar talking, I don't mind it as much but if we're out like shooting photography for my friend, I won't check it at all because that's also my other job and I want to mix two jobs because that's not fair um, to the person I'm shooting for so yeah I guess it just depends on what I'm doing but typically I do still check it, I might not engage as much but it's again just still making sure, nothing else is going on.

Mattia Rainoldi: Okay, mhmm. Let's see here yeah that's example we also discuss about you needing to prove to your boss that you are working while being being abroad and, um, yeah tell me about this situation is um, Mexico City with friends, um, got decent enough service to work, you sat down with a beer in the hands, fit a little order and, and your friends around.

P27: Yeah so they knew at that point that I would be working during the trip, so I did tell them 'hey guys, I have to work, this is funding this trip, so if I don't work, I'm not going to be able to do this again'. But yeah so at that point, basically, I checked it in batches again um I was like 'okay let's go do a hike for 30 minutes, I'll come back, I'll check work for 30 minutes and then let's go do something else'. But yeah it wasn't like constant connection at that point, it was it was groups, just to make sure I you know was connected at some point throughout the day um, I also had a different job in the company at that point, I wasn't as high level, as I am now, so I didn't have as much work.

Mattia Rainoldi: But the situation itself, how does it feel for you being there, working, beer or blue water, friends, how does it feel?

P27: Unfair but again I do it to myself. But it was, I guess, I was frustrated at myself for not just taking time off, um, for those couple days I mean I was there, for I think four days and I didn't take time off when I totally could have. But yeah I think it was unfair to myself that I just did that and unfair to people, I was with to have to pull them away from activities because I had to work. And I feel that a lot actually now that I'm saying that where I couldn't go on a longer hike this past weekend because I had to work, I had to get back into service, so all my friends and I had to only do the shorter hike to get back into service, so I don't do that a lot of course won't go somewhere if I know I won't have service for a while, but if it's like around like the hour time frame, where I'm like yeah I can do that in an hour I'll go but yeah typically I feel like 'why didn't I just take this off', so I guess remorse like yeah could have done that, I have all the time I need I saved up yeah I think that's that's a yeah regretful is a good word.

Mattia Rainoldi: And you felt that the in this situation itself or is your reflection upon upon the situation?

P27: I think it's my reflection, I think, in the in the moment I was great, like, this is great. 'I'm working from Mexico City, with a beer in my hand and my boss doesn't know', you know that kind of thing, so I think in the moment I was very okay with it and typically I am, um, even on the hike I was like 'this is awesome I'm on a hike and I'm working' but then, now that you know, looking back it's always like 'why didn't I just take that time off', I don't feel that until after I feel really good working in the moment from wherever I am if I can get away with it.

Mattia Rainoldi: So getting away with it?

P27: Yeah you know as long as I'm connected, I'm I'm working right, so I guess yeah getting away with it.

Mattia Rainoldi: Alirhgt. Let's see a couple more things yeah you're saying 'typically on days, where something major happens where I'm not able to keep my phone on silent or not have it'. What kind of situation is that one for you?

P27: Yeah if I can't keep my phone on silent you mean? Um, we actually just had one this morning um basically our our documents went down like people couldn't upload or download documents from our system um and I found out about that at eight so before I started working or like you know nine o'clock hit, where officially I'm supposed to be working I was pinging my team. And I I just resolved it before our call actually so or I did, but our Dev team did um so at that point, I have to keep my phone on at all times and similarly like on the weekends I guess it just goes back to like how urgent of an issue it is but that that's just more stressful than anything of like 'oh my gosh the clients can't use some of our systems, we need to fix this soon', so it's just stress at that point.

Mattia Rainoldi: So, I just realized today's Wednesday and is not 5pm for you, so basically you're full in working time now?

P27: Yeah.

Mattia Rainoldi: (laugh) It's trying to get away with it or how is the feeling that you are now about about it, that you are doing this interview with me?

P27: Um I worked really late last night I work till about seven last night so I'm kind of like I am and as we're doing this, I see tickets coming in. And my team hasn't been pinging me too much, which means that they're able to handle those tickets so technically, I'm not first line support. I used to be so that also helps and basically if they can't resolve the ticket, they come to me or if my support reps are all busy that I have to handle tickets, but for right now my support reps should be handling all of these tickets. So that's all so I'm not super worried, I'm trying to they're trying to shift me fully out of support, right now, because that's most where my time goes, it's support with for my or for directly with my clients.

Mattia Rainoldi: I see.

P27: Yeah I'm watching all these tickets come in, I don't know if you noticed, I've been like swiping up.

Mattia Rainoldi: Yeah I noticed a few times (laugh) but that's the nature of of this studies, it is actually something that I want to happen so thank you for that (laugh).

P27: Yeah.

Mattia Rainoldi: So let's see few few more things and then I believe we are done so you can go back to your team and our tickets, um. Right just let me find the dot again where we were, yeah, this is a situation that is interesting, you say you're camping and um, you pick the spot of service. So email and message on Skype committed to start coming in, you panicked, quickly turned your phone off so nothing else would ruin the peace and quiet and you also upload the picture of the hammocks. So tell me a little bit about the situation.

P27: Yeah so that was one of the days that I took off. And so yeah so if I stood up on the roof of my van, I would get service or if we wandered off kind of by where those hammocks where, like I would say I don't know 50 yards or whatever 50 meters away, you could get through. So yeah I was the day was off, I took it off, I was not about to connect with work. I turned off my phone and I just hijacked it back to the hammock like I'm not even going to engage so that was one of the days, where yeah I I was fully off and like I said I gave my team six months of a warning um, that I'd be I'd be taking those days off because it was a van fest that we were at in the middle of the desert.

Mattia Rainoldi: What was the trigger for you to step on top of your van and trying to get the connection?

P27: Oh no I was trying to take a picture of all of the vans, all sudden my phone started ringing and I was like 'oh no no no'.

Mattia Rainoldi: Okay.

P27: So I was like 'I'm never gonna go out the van again'.

Mattia Rainoldi: So that wasn't on purpose then?

P27: No, definitely not, yeah.

Mattia Rainoldi: Alrihgt. Yeah so you said you didn't need a rude interruption of work.

P27: Yeah that was it was a rude interruption, I needed to just step away and disconnect.

Mattia Rainoldi: Great, um, here. Okay, this is the last thing I promise, lunch time with your friends in Missile um, around 1pm local time, you had your phone facing up for a third of the lunch, and you see that too many message were coming in, flipped it over. What kind of strategy is that one? Is it something that you do regularly or was it just this occasion here, tell me something about it.

P27: Yeah so typically, I like I said before, I will check messages when I'm with a group of people, but I think if I one on one, now when I'm like thinking back to other situations, I think if I'm one on one I typically try to put my phone down just to give that person full attention, but if I'm in a group I know they're going to be also checking their phones, so I feel less guilty checking my phone. Um. But it was just my one friend at lunch at that point, so my phone was blowing up and I told my team at that point, I will be at lunch with a friend, I will not be checking my phone for an hour, so I felt okay putting it down.

Mattia Rainoldi: Mhmm. Generally, would you have it face up?

P27: Yeah.

Mattia Rainoldi: Why is that?

P27: Um, just so I can keep an eye on everything, the big thing is, if the tickets come in and my team doesn't message me, I'm typically okay, but if my team messages me that I know that they need help, so I guess I look for the Skype messages, rather than the tickets, when I have my phone up.

Mattia Rainoldi: Okay. So turn flipping it face down is last resource or (laugh) something like that?

P27: Yeah I would say is leisure and also just like just searched like a sign of respect to my friend saying 'hey I'm not fully focusing on you, I'm not going to pay attention to whatever's going on'.

Mattia Rainoldi: But your phone still vibrates?

P27: Yes. So there's that other stress of not knowing if it's a ticket or if it's my team messaging me.

Mattia Rainoldi: So, on the one hand you're trying to give full attention and to be fully present in the moment with the other person, but still, there is always the perception that so you know that something is going on and?

P27: Yeah yeah so I'm so yeah I always see and feel the vibrations, but at that point, I just have to like make a conscious effort, I think, to ignore it and be like it's only an hour I'll handle that in an hour if there's anything urgent somebody else on my team can handle it at this point. But I think that our mark is really important for me if it's over an hour, then I'll say no, like again if going out with friends I'll say know if it's over an hour to make sure I can be connected, but if it's under an hour I typically think that that's where I like like 'okay this this is fine to do something for an hour'.

Mattia Rainoldi: Okay, that's a very interesting insight.

P27: Yeah I think that that's kind of draws the line of like, if you take two hours or even an hour half that's kind of pushing it a little too much, but I think under an hour it's like that's like a lunch like that we're legally supposed to take so I feel a little bit better, even if, like, I take a lunch for that hike at like 4pm if I hadn't taken a lunch for the rest of the day yeah, so I think that, yeah the hour time frame is like really important to me, under is fine, over is not.

Mattia Rainoldi: So above one hour doesn't feel okay anymore to you?

P27: Right yeah that's like 'okay I'm pushing the envelope here of like taking more time than I should', but under an hour it's like 'okay typically like people take a lunch and they take an hour and I don't take lunches, so this is okay'.

Mattia Rainoldi: Okay.

P27: Yeah.

Mattia Rainoldi: Great then um, we are approaching the end of this very interesting interview. I have a couple last questions left. And this is a very simple question or not, it depends (laugh). So what I wanted to ask you last is if there is something that is for you important to say, of course related to the topics we've been discussing what major technology that we didn't talk about that I didn't ask you about?

P27: Just that just like is to highlight this when I have weekends, where I don't get pinged during work or I don't have to work I I cherish those weekends. I do as much as I possibly can in those in that time for like to really hold on to like my personal leisure time. And if I do get a ping that's not important, I will not handle it. I think that's I think weekends are kind of where I cling to personal time yeah. I think that's a big one, I would say. One other thing I will add actually now that I'm thinking about it I'm when I am with someone like I have a partner, so I was traveling the world for that year with a partner and he would get very frustrated that I was working so much and that became a stressor in our relationship and then, when we were in quarantine together, I was working even more, and because I was working more, he also started working more because I wasn't there to hang out with him, and that also became another even more stressor in our relationship. Um. So we both started working a ton. And I think in this new relationship I've learned that I can't do that as much, and then if I want a relationship like on the personal level to thrive, I need to put things away. So yeah just on the personal level of like work leisure balance, it definitely has cost issues, yeah.

Mattia Rainoldi: So what would make perfect balanced life for you?

P27: Um, I think like mandated sign off.

Mattia Rainoldi: (laugh) Okay.

P27: If it's mandated, I will do it (laugh).

Mattia Rainoldi: Right.

P27: Yeah I think that would give me peace to be like 'okay everybody signing off at five', yeah that would help (laugh) yeah but that's corporate America for you, so they won't do that.

Mattia Rainoldi: I guess but who knows (laugh). Great. If there isn't anything more then I guess it's time to say thank you.

P27: Yeah thank you, it was fun.

Mattia Rainoldi: Lovely to hear that you had fun. Well, thank you for taking the time for for doing this interview. Um, I very much appreciate it, and just now going to click the stop recording button here so that we just can say goodbye.