

Certainly, here's a first-person summary of "II. The Bill Vanhoy Era at Wholesale Loan Services," covering paragraphs 136 through 162:

1. **Leadership Change (Paragraphs 136-138)**: In 2016, our site manager Mike Zavala left for a new role, creating a vacancy for his position. Although many capable managers, including my manager Shana, applied for this role, it was ultimately filled by Bill, who was chosen primarily due to his friendship with Gray Bennet, a senior figure in another department.
2. **Bill's Incompetence and Conflicts (Paragraphs 139-141)**: Bill's tenure as manager was marked by his apparent lack of understanding and competence in our line of work, which I later recognized as an example of the Dunning-Kruger Effect. Despite my initial attempts to get along with him, our relationship became increasingly strained.
3. **Friction and Venting (Paragraphs 142-159)**: As I faced tremendous stress from the department's mismanagement, I started to vent my frustrations during my frequent communications with the food & agribusiness offices. This behavior was noticed by my colleague Jenny, who sat near Bill and was privy to our conversations. It became apparent that my criticisms of the department and its policies were being relayed back to Bill.
4. **Management's Response (Paragraphs 160-162)**: Following an IM exchange where I expressed my belief that Bill disliked me, there was a sudden, seemingly conciliatory gesture from Bill involving treating the team to ice cream and an early leave. This event coincided suspiciously with my conversation with Jenny, suggesting that my frustrations and the department's issues were a topic of discussion between her and Bill. Despite this gesture, my primary concern remained the department's counterproductive policies and Bill's management style.