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Title: Congratulations to Monica Conde, who holds the title of Information Technology Specialist, recipient of the "Employee of the Month Award," for the month of August, 2016.

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Attachments: 1. Cover Memorandum - EOM August 2016, 2. Nomination for Monica Conde, 3. EOM August 2016 Letter

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Congratulations to Monica Conde, who holds the title of Information Technology Specialist, recipient of the "Employee of the Month Award," for the month of August, 2016.

The nomination was submitted by Lemay Ramos, from the Information Technology Department, which provided the following:

“I would like to propose the nomination Monica Conde for employee of the month. Monica works as an IT Specialist under my supervision at the IT’s Applications Division for over a year. Monica’s diligent work, technical skills and resourcefulness have been crucial for our department during the implementation of a variety of services and initiatives for the City. Monica has outstanding customer service skills and she is always willing to go the extra step to help and support customers as well as colleagues. Monica is the IT liaison to the Development Services Department and has maintained an excellent rapport with its staff. In addition, Monica is usually looking for better ways of improving IT’s customer support and always eager to learn new applications and technologies. She is an enthusiastic team player and great asset to our department.”

Raimundo Rodulfo from the Information Technology Department, also provided the following:

“Since Monica started with the IT Department, she has demonstrated outstanding customer service, work ethics, teamwork, great attitude and technical skills. She takes ownership and follows through with tasks, projects, assignments, customer communications and any IT issue that needs attention and she volunteers to help resolve. We are lucky to have her as part of our team.”