

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: CYNTHIA COLEMAN

Honoree's Job Title: ACCOUNTING TECH

Department: DISTRICT CLERK

Years of Service with the County: 5y9m

Why the Honoree is receiving a GEM Award including dates:

Cynthia has gone above and beyond to help Kim Sherrin with the Attorney General Billing. On top of Cynthia's normal job duties, she made several phone calls to Tyler Technologies and the Attorney General's Office and explained the issue on May's billing so it could be resolved and approved to process. In order to assist, extensive research was needed. Cynthia spent a good deal of time looking into the issues and speaking to multiple parties in order to get answers as well as solutions. While getting direction on how to correct the errors from May billing, she also discovered that similar issues would occur on the July billing. Fortunately, steps could be taken ahead of time to correct that issue as well. Cynthia's hard work and diligence in looking into these matters made it much easier to prevent further issue, as well as educate others on how to avoid these same circumstances going forward. Her time and effort in this matter was invaluable to the office. Thank you Cynthia for an awesome job well done!!

Approved by elected official or department head on the 19th day of AUGUST, 2021



Signature of Elected Official
or Department Head

LYNNE FINLEY

Printed Name