

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Eloy Alvarado

Honoree's Job Title: Functional Analyst

Department: District Clerk

Years of Service with the County: 9 months

Why the Honoree is receiving a GEM Award including dates:

After just a few months as a county employee, Eloy Alvarado was quickly promoted to a functional analyst in the District Clerk's office. Eloy started his new position just as the District Clerk's office was moving to permissive e-filing using the new statewide system. The implementation of mandatory e-filing was undeniably the most significant shift in processing legal documents in recent history for both staff and the legal community. Eloy had to hit the ground running to learn the court system, the ever changing e-filing system, and the Odyssey case management system. He quickly developed training scenarios to train staff on the new processes. His calm demeanor and patient teaching skills contributed to the staff's mastery of the new business processes. Eloy has had to use these same skills to answer hundreds of calls from attorneys and their staff experiencing technical difficulty with e-filing and Eloy has cheerfully, and successfully assisted and trained them. Eloy found a creative solution to retrieve over 1,000 email addresses from Odyssey to use in blast communications to notify attorneys of the important changes required by mandatory e-filing. The transition to mandatory e-filing would have been more difficult for both staff and filers alike if not for Eloy's contributions. He has been an invaluable addition to the District Clerk's office and his outstanding customer service skills reflect positively on Collin County and the District Clerk's office.

Approved by elected official or department head on the 31 day of March, 2014

Andrea Thompson
Signature of Elected Official

Andrea Thompson
Printed Name