

Collin County Going the **Extra Mile (GEM)** Recognition Form

Honoree's Name: Ramzi Taim

Honoree's Job Title: Functional Analyst

Department: Collin County Health Care Services

Years of Service with the County: 1.3 years

Why the Honoree is receiving a GEM Award including dates:

Ramzi is an exceptional employee that is always willing to help his coworkers and the department. In fall 2021, Collin County rolled out its first digital appointment and registration system. Despite being a new employee at the time and utilizing an entirely new system that Collin County had just purchased, Ramzi fulfilled a leading role in the development, coordination, and launch of the COVID-19 vaccine on-line appointment form. This system eliminated manual processes and improved both the clinician and patient experience at the department. Months later, that system is still in use, has been expanded to other services, and continues to be well received by patients. Ramzi produced an exceptionally high-quality product under tight deadlines while simultaneously helping in various team projects and responding to daily help requests at the department.

Approved by elected official or department head on the 29th day of September, 2022

Candy Blair

Signature of Elected Official or Department Head