Collin County
Going the Extra Mile (GEM) Recognition Form

Honoree's Name: **Aaron**   **O'Brien**

                        First Name   Middle Initial   Last Name

Honoree's Job
Title: **Senior System Analyst/Programmer**

Department: **IT**

Years of Service with the County: **17 years**

Why the Honoree is receiving a GEM Award including dates:

- Aaron deserves a special shoutout for his outstanding troubleshooting efforts this past year! He has been a key player in working with Matt on the proposed solution offered by BMI. Aaron began working on this issue in February of 2023, and his dedication and expertise have been evident throughout the process.

- From testing and confirming the viability of the proposed solution to collaborating with Holly from Tyler and Kamal from BMI, Aaron has been relentless in pursuing a resolution. His persistence paid off, as they successfully updated the TRAIN environment to SP2019.1.22.1293.

- Despite encountering challenges with the Project String issue, Aaron remained proactive, sending new log files and ensuring continuous collaboration between BMI and Tyler. He even explored various fixes and tested them diligently.

- The team encountered obstacles with caching errors and walk-up project strings, but Aaron demonstrated remarkable problem-solving skills by working closely with BMI and Tyler. He consistently kept everyone informed about progress and setbacks.

- After multiple efforts and testing, the BMI fix, MUN-447010, was finally loaded in IMPL, and Aaron played a crucial role in resolving the Walk Up Issue. He even facilitated the testing process and went the extra mile to ensure everything was in place.

- Matt's confidence in Aaron's abilities was well-placed, as he smoothly handled the BMI CollectIT scanner role setup in Munis 2019 PROD. Aaron's security updates and coordination with Matt exemplified his dedication to excellence.

- Through his collaboration with Gary at BMI, Aaron facilitated the successful training of AssetTrak, making significant strides in streamlining processes. His problem-solving skills led to identifying a 2-step batch interface that could save valuable time and effort for the Asset tech.

- Aaron's unwavering commitment to resolving complex issues, his proactive approach, and his exceptional collaboration skills have made him an invaluable asset to our

team. We applaud his efforts and look forward to celebrating more successes with him in the future!

Approved by elected official or department head on the

August day of _31_ ,20 _23_

Caren R. Skipworth
_____
Signature of Elected Official
Or Department Head

Caren R Skipworth
_____
Printed Name