

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Rachel Culling

Honoree's Job Title: Network Support Specialist

Department: IT/Operations

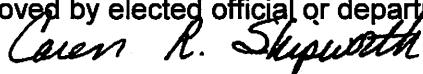
Years of Service with the County: 11 Years

Why the Honoree is receiving a GEM Award including dates:

Rachel was instrumental in the success of the IT Operations team during the COVID pandemic. Rachel was assigned on the Hardware Refresh project that was moved up due to COVID funding. The project lead was out of the office unexpectedly and Rachel took over lead of the project and almost had it completed by the time the lead returned to the office. Rachel was heavily involved with the deployment of the COVID funded IT hardware that was approved during the pandemic.

This year there was a request in the budget for Public Works that would require them to get up to 80 cell phones to work with a new software they were budgeting for. They knew it wouldn't be approved to order 80 new cell phones and services. Rachel was able to track down enough phones that came back from recent upgrades and also phones that were used for the volunteers that assisted health care through the pandemic. This gave them at least 50 cell phones and she figured out they would not need the service plan because they could just connect to the software with the county wireless at the Service Center. This plan saved just over \$10,000.

Approved by elected official or department head on the 23 day of Sept, 2021



Signature of Elected Official
or Department Head

Caryn Skipworth

Printed Name

Marjorie C. Newell