

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

Honoree's Name: _Sophia Vilca Madrid_____

Honoree's Job Title: _Buyer II_____

Department: _Purchasing_____

Years of Service with the County: _12

Why the Honoree is receiving a GEM Award including dates:

Sophia's performance in her role as a Buyer II since starting with the Purchasing Department has impressed her supervisors, and proven her a very valuable and valued employee. Sophia is a burst of positivity, and her great attitude lifts up her coworkers and the entire department. Sophia always helps out as needed to learn as much as she can as quickly as she can about procurement. No task is too big or too menial for Sophia. She gladly volunteers to join more tenured buyers to learn more about complex and political procurements, but she also volunteers just to give assistance to the other buyers by acting as a scribe or assisting with logistics on larger activities performed by Senior Buyers.

Sophia's customer service skills go above and beyond consistently. Sophia has a great ability to communicate clearly and concisely with both the department and the vending community. She has built up a great level of trust with several departments due to her willingness to communicate quickly, and her ability to communicate so professionally and clearly. She was given a contract that had some long term issues when she first started, and Sophia dug in and has worked diligently to resolve all these issues. Sophia has impressed her supervisors with her ability to command a meeting between two contentious parties, while maintaining a calm demeanor and keeping everyone on task to resolve the issue at hand.

Approved by elected official or department head on the ¹⁵ _____ day of August, 2023

DocuSigned by:

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Signature of Elected Official
or Department Head

Michelle Charnoski, NIGP-CPP, CPPB
Purchasing Agent

Printed Name