



RESOLUTION NO. 25-01

**RESOLUTION HONORING CINDY RAMOS AS THE HARRIS COUNTY HOUSING AUTHORITY
EMPLOYEE OF THE QUARTER (JANUARY – APRIL 2025)**

WHEREAS, Cindy Ramos, Customer Service Representative for the Harris County Housing Authority (HCHA), has demonstrated excellence beyond her job performance; and

WHEREAS, Cindy provides excellent customer service, going beyond expectations, and ensuring that program participants and landlords receive the ultimate in respect and customer service while providing thorough and accurate information; and

WHEREAS, she consistently assists callers by directing them to the correct staff member as needed or by providing information regarding the housing authority's programs and processes. Cindy is a great example of a team player. She will provide assistance to anyone in need and unselfishly contributes to HCHA's team effort and goal for excellence. Cindy is also known for her comforting way of assisting staff and her willingness to assist staff as an interpreter. She assists staff by bridging the gap between participants and landlords who may have a language barrier; and

WHEREAS, She always takes the time to listen and provide an appropriate response to the caller's inquiry and understands when to seek management involvement; and

WHEREAS, Cindy's commitment to serving her community is unmistakable, and her determination to ensure integrity in all she does is evident; and

WHEREAS, Cindy is an example of dedication to HCHA customer service principles and inspires her fellow co-workers. Specifically, Cindy mentors co-workers in the customer service area by providing answers to questions that they may have; and

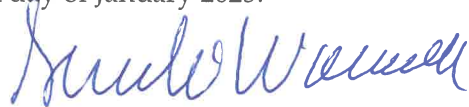
WHEREAS, Cindy is the epitome of the definition of a Team Player, and she portrays a kind and caring spirit that displays her true purpose for serving others; and

WHEREAS, she, in all his endeavors, has reflected great honor upon HCHA and the Board of Commissioners.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Commissioners does hereby extend to Cindy Ramos its sincere and grateful appreciation for her dedicated service to HCHA and the citizens of Harris County, Texas, and congratulates her on being named Employee of the Quarter (January - April 2025).

PASSED, by the Board of Commissioners this 15th day of January 2025.

Chairman: _____


Gerald Womack

Secretary: _____


Melissa Quijano