

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: 15 years

Why the Honoree is receiving a GEM Award including dates:

Sophia is officially nominated for the GEM (Going the Extra Mile) Award for her extraordinary dedication, selfless teamwork, and critical operational support during a major departmental transition this year. Her actions directly protected our organization from severe operational bottlenecks by managing three distinct workloads simultaneously.

- **Tripled Her Workload:** Maintained her previous high-risk commodity portfolio for several months during a hiring search while transitioning into her new role.
 - **Prevented Operational Bottlenecks:** Voluntarily assumed a separate, unstaffed buyer portfolio that completely lacked coverage to keep business moving.
 - **Led Peer Onboarding:** Handled the onboarding, structured technical training, and legacy transition for two new buyers to ensure zero workflow disruption.
 - **Fostered Cross-Functional Collaboration:** Built exceptional relationships across departments, making her the go-to peer for proactive problem-solving and daily guidance.
- Sophia truly embodies the spirit of "Going the Extra Mile," stepping far outside her normal job description to ensure our team's collective success.
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Approved by elected official or department head on the 29 day of June, 2026

DocuSigned by:

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Signature of Elected Official
or Department Head

Michelle Charnoski

Printed Name