



The DAS Star Awards Employee Recognition Team congratulates the following Star Award winners for the nomination period of April 1 – June 30, 2017.

Outstanding Customer Service: Acknowledges a DAS employee who goes above and beyond in delivering top-notch customer service.

- **Lisa Berner, Human Resources Division**

"I have had multiple scenarios come up lately that have required her to provide me quick, specialized feedback. She is well versed on her subject matter and very willing to sit down and take additional time out of her day to share that information. By providing timely, thoughtful information that is handled at an enterprise level, she, in turn, allowed me to provide specialized service to my customer at an agency level. This is a good example of how the enterprise and agency can work well together to provide optimal outcomes."

Extra Mile Award: Recognizes an employee who went above and beyond his or her regular responsibilities.

- **Michael Ruehrmund, General Services Division**

"Although the challenging situation quickly could have turned into a real problem, Mike handled the situation like the seasoned professional that he is. That's not to say that Mike was just doing his job. Rather, he made a great effort to ensure that the print job was completed on time and on budget. In fact, by going through the short bid process, Mike helped to cut nearly \$10,000 off the cost of the print job compared to the vendor we had intended to use. He took his personal time to follow up and kept in good communication along the way. "

Good Citizenship and Spirit Award: Recognizes an individual who makes the day-to-day work environment for those around them a great experience. This individual leads by example, has a positive attitude, and encourages excellence from others.

- **Jane Baughn, Administrative Support Division (ASD)**

"She has been very patient and wonderful about answering all my questions and sending forms for every step along the way. Her cheerfulness and encouragement have meant a lot to me."

Innovation and Process Improvement: Recognizes someone who has either created and implemented an innovative solution or recognized inefficiencies and made improvements to a process.

- **Todd McGonigle, Equal Opportunity Division**

"Todd spent countless hours during normal working hours and many, many, many evenings to create a mechanism for collecting and processing applications for the new program while managing four other certification programs. Todd McGonigle has done an excellent job with no additional funding for the project. "

Team Excellence Award: Recognizes a team or workgroup that successfully accomplished their objective(s), while furthering the mission of the Agency.

- **Karen Mager and Molly O'Reilly, ASD**

"We felt like they treated our needs as if they were top priority, knowing they had other "top priority" projects going on at the same time. They made the process very simple and enjoyable and were able to get us the finished products on time and met all of our needs."