

MAY 2024

Nomination Letters

Nancy Nguyen | Improve It

I am delighted to nominate Nancy Nguyen for the "Improve It" category, recognizing her exceptional contributions to our team and company.

Through her insightful data analysis and innovative solutions, Nancy has enhanced our HR processes and strategic alignment with the company's life-simplified purpose. Notably, her creation of the HR Dashboard provided real-time visibility into key metrics, while her automation of the Healthy SF reporting streamlined our processes efficiently.

Additionally, Nancy was pivotal in seamlessly integrating a recent company acquisition, ensuring a smooth transition for all employees, and reinforcing our organizational values and culture.

Recently, Nancy's involvement in streamlining the payroll process and implementing automated reporting systems has significantly reduced errors and saved valuable time for our HR team, enabling us to focus on higher-value tasks.

Nancy embodies our company's commitment to excellence and continuous improvement, making her an invaluable asset to our team. Thank you for considering Nancy for this well-deserved recognition.

Michelle Schwartz

Director of Human Resources
Irvine, CA

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Nancy, HR Analyst is our "go to" associate if we want to improve HR processes. She is quick to strategize and knows our systems very well. She has assisted not only our HR team, but other supervisors and departments in providing information for project research. She has also assisted in improving our forms, tracking systems, and presentation materials. Things are just a bit more efficient with Nancy, and she continues to work on more improvements so we can work smarter. She is quick to respond and always willing to help. Nancy is a delight to work with and an amazing asset to our team!

Neona Cooley

Human Resources Manager
Upland, CA

Nancy has helped me gather data on several occasions, and each and every time she has not only provided me with everything I have asked for but always goes one step further and sends me additional details that I may need that I didn't even think of. She is always one step ahead in the thought process which "simplifies" the job for everyone else. She is always pleasant, friendly, and humble when she is recognized. Nancy is the epitome of "Improving It" and would be very deserving of this honor.

Brenda Wilkerson-Garcia

Executive Administrative Assistant
Upland, CA

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I am honored to nominate Nancy Nguyen for the prestigious "Improve It" category. Nancy is not just an HR analyst but a tech wizard whose dedication, innovation, and tireless efforts have significantly elevated our organization's HR strategies and operations in the West Region.

Nancy's impact on our team cannot be overstated. Her analytical skills and forward-thinking approach have transformed our HR processes by creating various dashboards and tailored reports. Her ability to dissect complex data sets and extract actionable insights has led to more informed decision-making. Through her meticulous analyses, she has identified inefficiencies, gaps, and areas ripe for enhancement, paving the way for targeted improvements that have enhanced organizational efficiency and effectiveness.

In summary, Nancy Nguyen embodies the spirit of the "Improve It" category. Her unwavering commitment to innovation, ability to turn insights into action, and dedication to fostering a culture of excellence make her a truly deserving candidate for this honor. I am confident that her contributions will continue to drive positive change and inspire those around her for years.

Thank you for considering Nancy Nguyen for this esteemed recognition.

Rafael Siguenza

Director of Human Resources
Arville, NV

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Nancy Nguyen | Improve It

I would like to nominate Nancy Nguyen for the Values@Work - Improve It award for her outstanding contribution to our HR dashboard and support of our Safety and Health initiative at FirstService Residential.

In recent years, FirstService Residential has made significant strides in improving the safety and well-being of our associates. One crucial area needing enhancement was our internal tracking of injury reporting results. While this serves as a lagging indicator for injury trends, it is instrumental in identifying areas for focused prevention efforts within our western region.

Nancy took my vision for the dashboard and exceeded expectations by one hundred percent. The revamped dashboard now provides a comprehensive view of injury trends, allowing for deeper analysis and drill-downs into specific properties' impact on our injury results. This tool has empowered me to share injury trending data with our management team during safety site visits, helping them understand and improve areas related to past incidents at their properties.

Additionally, thanks to Nancy's work, I can now effortlessly share monthly injury performance results with our senior leadership team, minimizing manual calculations and tedious sifting through multiple Excel worksheets.

Working with Nancy on this project over the past year has been a pleasure. She has consistently shown a willingness to make changes to the dashboard without hesitation. Nancy's expertise in analytics and her ability to set up Power BI to tell a compelling story has made presenting safety performance information engaging and easy to understand.

Nancy truly deserves to receive the Values@Work - Improve It award for her exceptional work and dedication to enhancing our safety initiatives.

Vaughn Osterhout

Manager, Environmental Health and Safety
Irvine, CA