Core Value Stories

February 4th - February 17th

Name	Core Value Story
Aaron Flores	Aaron has been ALL IN and helping homeowners management companies board members is in the office to They had a leak at Lakeridge yesterday evening and he went to help right away and homeowners manager and board members are really happy That's improving quality of life and being All in Thank you Aaron ☺
Alberto Delagado	Unfortunately due to personal and health reasons I missed work for a full week. While I was out, I didn't have to worry about the guys or anything really because Alberto was able to support them on his own. I appreciate Alberto for stepping up during that time and taking initiative. He continues to learn and grow as an admin and in my humble opinion, he's kicking ass. Thank you Alberto for being All In while I was out and striving to do better and get better as a department admin everyday. Your hard work doesn't go unnoticed. It's tough being the admin of a department with 8 account managers and over 60 technicians, but he's doing amazing!
Alfredo Espinoza	Alfredo - Helped Dan get his plumbing done at his home let him know exactly what to do and let him borrow the tools That's Improving Quality of Life for his coworkers. Another tech Marcos Brambila asked me about some plumbing this morning and Alfredo is helping him get his plumbing done also Thank you Alfredo for being ALL IN AND IMPROVING QUALITY OF LIFE ☺
Ana Vera	Ana is always bubbly and smiling in the office. She has only been here for about a month, but she is learning and doing great!
Andres Garcia	Andres Garcia got his gift from Best of ProTec and the first thing he says is that he wants to buy lunch for the admin ladies in North County. He always thinks of others before himself! Thank you Andres!
Angel Gomez	Angel always helps me when I need help or when my computer is being dumb.
Angel Ramirez	Angel is always so quick to respond to his emails and phone calls, and he is ALL IN every day. He is great at follow-ups for bids and it gives me so much peace of mind knowing I can always count on him to follow up on bids and also hold his team accountable! I am so thankful I get to work with him!
Ben Quint	Ben has been a constant help with other techs. He has gone out of his way multiple times to help with ladders and going up on second and third story roofs. He has managers emailing in on how helpful and kind he is. He's a quite one so he gets missed and deserves recognition.
Betty Copeland	Betty is absolutely AMAZING! She truly is "ALL IN". She is so kind and helpful all the time. Working with Betty is an absolute pleasure!
Betty Copeland	I cannot say enough about how amazing Betty is. She is very thorough in checking my guys with their bid requests. And I love that she jumped in and made BIDS her own. I rarely need to jump in and help! Gooo Betty!
Brad Wright	Brad is always helping everyone without bitching. Brads the man!!
Brad Wright	We had the honor of decorating for Jose's baby shower last week. With decor comes high places we need to reach ... Brad came into the rescue with no hesitation! Without his help it wouldn't have looked as beautiful. Thank you Brad - we appreciate you and your height :D !!!!
Candy Allen	Ms. Candy is an amazing example of ProTec's All In. She is available anytime I call in and always takes the time to help with anything I need. She is also so giving of herself and always willing to lend a shoulder to cry on our an ear to listen to my issues, personal or professional.

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Candy Allen	Candy is an outstanding leader. I'm very lucky to work under her. She has improved my quality of life and I appreciate her so much.
Christy Barajas	Christy is always the best listener and a very kind hearted person. She is always a phone call away and the best at answering any question I have. Thank you for all you do!
Claudia Felix	Claudia has never hesitated in regards to learning and helping others. Would NOT be able to do it without you! Thank you for ALL that you do!!!
Danielle Reese	Danielle did a great job getting supplies and making lunch for my meeting. Thanks
Danyelle Reese	Always cheering me up even when I mess up. Thank you so much for all the help Danyelle 🙂
Darcy Smith	Darcy is such a great connection and is always willing to answer any questions I have about our Las Vegas clients.
Dave Rauch	Dave always lets us know when there's leftovers after their lunches. He's so thoughtful! And the food is always bomb
Elizabeth Slovatizki	She has been helping answer phones in the morning so I can get my protec connect done. She's a faithful helper☺
Ellie Mosqueda	Ellie is amazing. Even though she works part time she still manages to handle all admin work for the IE. She goes above and beyond to get the job done. Thank you Ellie! We appreciate all you do.
Eric Valenzuela	I have been working on painting the hallways at Bernardo Greens and I don't keep tall ladders with me. So I want to thank Eric for replacing all photocells on the highlights in the parking lot of Bernardo Greens. That is a big help I want to Thank You
Fernando Galindo	Fern is always kind and helpful, even when I accidentally called him when he was home sick he didn't even mention it. He fixed my issue and I didnt even know!
Hector Lopez	Hector always trues to improve himself and is constantly good sending his detaiked timecards and on time Hector you are very much appreciated
Hinano Schirmer	Hinano has been the most helpful person I've had the privilege to work with. She is always willing to lend a hand even if it has nothing to do with department 60.
Hinano Schirmer	Even though she wasn't here last week she still dropped off a cake and ensured that Adrian had it for his birthday. She's truly all in in making everyone feel appreciated

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Irma May	For always being available for me when I have questions about phones or any other work related issues.
Jason Cardenas	Jason is ALL IN when it comes to assisting with collections for his department. Always willing to help and make sure we get paid. He goes above and beyond and I appreciate him.
Jason Reinker	Jason has had some car troubles recently and could really need a good tune up
Jason Ryniker	Jason has been out due to medical issues and has returned and struggling with bills just to catch up. Is there anyway we can help him out. He has always been a good worker, doesn't complain and it would be good to help him out if possible.
Javier Aguilar	Javi took some pictures of some components while seeing a property for the first time. One of the pictures helps verify the cause of a fire that occured shortly after and protect us from being brought into the lawsuit.
John Torrez, Jason Rynicker, Eric Moore, William Jesse	These 4 technicians worked with the cold blowing, tarping a large area, worked as a team and completed the task, all reported in safe and sent photos, so we could submit them to the owners and management. Thank you men, very much appreciated.
Jonathan Linke	Jon from IT is always helpful and kind. He is willing to help fast and inform us about the issue if the day. Thank you Jon you embody the ProTec core values!
Jose Cortez	Jose is always super helpful with all insurance questions. Thanks Jose!!!
JP Bowen	He imported the quality of life for the plumbing admin by replacing the paper in the printer. Before any know it was out. Here we go JP I got your core value store for you.
JP Bowen	Tim Baker was experiencing a problem locating a push button shower valve for one of our properties and asked JP if he could give him the part number. JP did not provide the part number, he actually went and purchased the valve and gave it to me to give to Tim. That just made someone else's day easier and Improved Quality of Life. Way to go Prince JP.
JP Bowen	JP has been a great support system for all of us admin in the plumbing office. He definitely has stepped in to assist while Karla has been out.
JP Bowen	I went to JP regarding my water heater (on a Friday afternoon) and with no hesitation he arranged for someone to go out to my home and replace it. Thank you JP, honestly wouldn't have known what to do!!

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Karen Molster	Karen is great at learning and growing! She will call and ask questions anytime she needs assistance. What is great is we can go over something once and she is able to run with from there. I appreciate her eagerness to learn something new! Thanks for all you do Karen!!!
Karen Molster	Karen is ALL IN! She called in on her day off to make sure Janitorial had heard about the recall on Fabuloso. She knows we use it and had heard that the product could contain contaminates that could be dangers and she was worried about our employees and clients. What a team player!!
Katie Copeland	Katie is my work person! She is always there when I need to ask a question or just need another adult to talk to. She provides great insight and helps my quality of life everyday! I am so thankful for you Miss Katie!!
Kay Spenser	I am very impressed by how quickly Kay learned PTC and how she took full ownership of payroll. She is a very hard worker and is always eager to learn new things. She tries to help any way that she can. We are very lucky to have her!
Liz Teposte	Liz lights up the room everywhere she goes. Her laugh and positive energy brings out the best in people. No matter how busy she is she always makes the time to help. Thank you Liz for spreading happiness everywhere you go.
Liz Teposte	Even though she is out sick she still took the time to call me and check up on me and how I'm doing with PROTEC connect. She is such a support. Thanks Liz
Manuel Jaimes	Last week, Tony Judge was working on a property and ran into a snag. He needed a helper. He called Manny to come help. Manny was able to rush over to help Tony. In return to Tony was able to deliver some of the materials to a job that Manny wasn't able to make it to. So brother helping brother. Together, they were able to complete both tasks. That is being ALL IN! Good job guys!
Marcos Valdez	He helped me hang my one year anniversary recognition frame on my office wall.
Megan Lamb	Megan planned a really fun outing for dept 10 at Buca de Beppo. Always fun to hang out with coworkers outside of work.
Megan Millat	Thanks for getting the valentine's gifts when I forgot.
Miguel Martines Guerrero	Thank you for stopping at Pell Place HOA and fixe the problem with that can light that was a mystery to get it running again. Also, let me thank you for sharing your knowledge with me I a good listener and learning more.
Oscar Campos	I was under a time crunch to get a bid back to a client as they needed it right away. Oscar was in the office and saw that I was looking up a product online. He then emailed me the link to a website where he had already purchased the items I needed. I could not find the specialty item anywhere online when google searching and if it wasn't for Oscar I may have never found it. I am thankful for Oscar's "All In" attitude and willing to help out whenever he can.
Oscar Campos	I wanted to say thank you to Oscar Campos for coming in early everyday. He makes the morning coffee pot it's not his job but he does it for years. Everyone appreciates you Oscar THANK YOU! ☺
Oscar Campos	Oscar is always willing to help out. He took time out of his day to help me clean out some rain gutters at Park Ridge.

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Paul Munoz	I was trying to get some shelves up and Paul came to my rescue!! Without hesitation, Paul got his tools and put up my shelves for me even though he didn't have to. Thank you Paul!
Peter Casarez	I have to say whenever I deal with Peter he maintains a high level of professionalism and is very serious but as of late he has relaxed and dropped his guard a bit. Keep it up Pete, its hard to do but you are doing great. This is all part of building trust and learning and growing.
Rafael Lazano	Earlier today I emailed Raf for a proposal for another of my associations, University Canyon West. He was super responsive and has already contacted my board president there!
Rafael Orosco	Rafa, I have to say that you have really been working on yourself and are committed to becoming a great coach and leader. Thank you for reaching out and talking openly the other day as it helps to hear we are, at times experiencing the same feelings or problems. Your job is not an easy job and I'm sure you make mistakes at times but it is how you handle your mistakes that determines the quality of leader that you can be. You are a true statement to learning and growing.
Randy St. Clair	Randy is a perfect example of what it means to be "ALL IN". There isn't one specific moment to mention because he lives the Protec Values every day. There has never been a time that Randy hasn't offered to help someone out. Even if that means putting his work on hold to help someone else. He is someone you can look up to and want to be like. He is a true leader.
Randy St. Clair	Shout out to Randy for always approving his queue first thing in the morning every morning! Thank you for improving my quality of life!! I appreciate all your hard work.
Raul Ramirez-Lujano	This month was lucky enough to have Raul help me as my water heater had started to leak. I had no clue on what I needed to do... Raul was able to handle everything and told me multiple times not worry, that he would handle it. Thank you Raul and Dept. 70 - because of you I was able to have hot water that night!!!
Richard Viets	On February 9th, Richard reviewed a bid I had prepared and caught a few things that I had missed, which would have easily led to a mistake being made on the job. He not only caught the mistake, he took the time to walk me through what I missed, why it was important and how to correct it. He then stayed late to conference call with the property manager and myself, and checked in on me after the call to make sure I knew I was supported. This attention to detail, and more importantly, the care he showed in his actions with me, show that he is all in and a wonderful leader. Thank you, Richard.
Rodney Poulson	Rodney is all in, inspecting and typing bids. He even makes time to complete water tests to get some billable hours.
Rodney Poulson	Rodney has been ALL IN and taking on the bids. Yes that's his job but he's getting a ton of bids out. I wanted to make sure he knows we appreciate it 😉 one of the managers from Keystone Vivian I walked with on Friday wanted to make sure we know Rodney is Awesome and she also appreciates it THANK YOU!
Rosie Gomez	Rosie went above and beyond for all employees by making sure payroll got here when Paylocity decided to unsubmit our payroll with our permission. She stayed late when the payroll was stuck at the airport on Friday night, just to make sure it got packaged up and ready for delivery on Monday to all of the offices. And she still came back Monday morning!!!
Rosie Gomez	I'm so thankful for Rosie!! She is always All In and improving our quality of life. She has 380 people to pay every two weeks and she took the time out of her busy payroll day to make verify if I wanted my time off to be paid or nonpaid. She wanted to make sure I hadn't marked the wrong box and I was thankful for that. It was a little gesture but it meant a lot to know that she could have just disregarded and done what the sheet said without verifying but she took the time to make sure it was right. We love you Rosie and all the little things you do for us every day!!!

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Rosie Gomez	Rosie is amazing. The amount of work and attention to detail needed to get all of the company paid is truly amazing. She works so hard to make sure we are all paid on time and correctly. She is a true asset to the company!
Rosie Gomez	Thank you Rosie for all you do. We know that with a new system comes new challenges. You have been a champ since day one. Thank you again for all you do!!
Rosie Gomez	Miss Rosie never fails when it comes to getting us paid on time.
Samantha Henry	Sam has improved my quality of life by figuring out a new way to do out admin huddles. She made it so we don't have to call every person in for huddle. That makes my job SO MUCH better! So thankful for her extra work!
Samantha Henry	Sam always goes above and beyond and she owns it when things don't go as planned. To sum it up, Sam is all in and lives our core values every single day. I appreciate you Sam!!!
Sergio Davalos	Sergio always remembers to enter all of his equipment rental fees. This makes my job easier at billing time and while approving time in PTC.
Shellie Blaylock	Shellie is All In...setting the example! She was honest and pointed out that she still had sick time listed on her Paylocity system, even though she knows she doesn't qualify for it anymore now that she is in Nevada. We had HR correct this error.
Susan Rodriguez	Susan has been so solid all thru the transition from Carasso and so kind and worked so hard to make it go smooth for everyone, putting in lots of extra hours!
Susan Rodriguez	Susan is a rockstar!! Not only is she so sweet, but she has proved to be all in for our admin team. She's working tirelessly to get everything squared away for the merger. She's asking questions, being patient, and making sure we have all the info we need to process their requests. She has become a great part of our team!!
Tasha Eide	Tasha, "ALL In" while i was working with Dept 850 late i ran across an issue with PTC. i called Tasha around 6:30 at night to ask if she knew what to do. she picked up and walked Suzan and my self threw the issue as best she could. she did not have to pick up but did and was happy to do so. thank you Tasha for always being helpful and "all in" even on a Friday night when i know you had better things to do besides talk to me about Protec connect LOL.
Tasha Eide	Tasha reached out to me last week wanting to learn and help me with executing Carasso agreements, in case I were to ever need backup. It was incredibly thoughtful and kind! We did a training together and it lifted a huge weight off of my shoulders knowing she has my back if I need help! I am so thankful for you, Tasha!
Tim Lampman	Tim took time out of his day to help me with a problem. A tall problem to kill a black widow spider over HR door!!!! Bless him. So he's awesome!
Tomas Mandragon	Tomas is new to 260 and has shown his worth already. He is a knowledgeable electrician and has gotten familiar with the properties very quickly.
Yesenia Gonzalez	I got a personal call and it was very bad news. Yesenia was really good about comforting me and making sure everything was done in the office, while I was taking a breather. I was able to take in the news and finish my work day. Thank you Yesenia for all your support!