NAME	CORE VALUE STORY
Aaron Flores	Aaron is always willing to help with any concrete job. His skills and expertise are very important.
Aaron Flores	I was struggling removing my plate renewal sticker, Aaron saw me and offered to help. He took out his tools and took care of it, even scored the sticker to prevent theft!
Adan Dominguez	With Adan watching and training me during the past few months, I am a better welder and electrician than Have ever been or could be if I learned alone.
Adrian Paredes & Kevin Diaz	These 2 techs went out last night emergency call to resecure fence to allow Homeowner/ Board President feel safe and secure for the night and till repairs are completed.
Adrian Robles	I am an owner at Blu located @ 300 E 4th St in Long Beach, CA 90802. I got your email address from the Action Property Management Community Manager (Shaun Fury) earlier this morning. I felt compelled to reach out to say what ROCK STARS Hector and Adrian are! I had been trying for 10 days to get a ceiling leak investigated (the neighbor above me and I were not certain if his bathroom was causing the issue or if there was a pipe in our plumbing stack causing the leak, and my neighbor insisted on going through the HOA route first). Anyway, after calling Protec directly yesterday late morning (I believe I spoke with someone named Joe....I didn't write down the name of the individual who called me back) , I was able to meet Hector and Adrian that afternoon (they were scheduled to be at the building that day already, so they worked me into their rounds). And boy were they good! They were friendly, thorough, communicative, and patient with me as I blabbed on and on about what we were experiencing in my unit (I talk a LOT when I'm nervous / freaking out). They seem to have also communicated very well with my neighbor in unit 405, taking and sharing pictures/videos of what they saw in both units. I was thoroughly impressed by their professionalism, warmth and what a complete job they did, and wanted to make sure they were acknowledged for it. You've got two really good team members in them! Thanks again, and I hope you, Hector and Adrian have a wonderful day.
Angel Carrillo	Was at lunch with Angel when he found a wallet. (Again) he returned it to the counter so no one would could do bad things with there wallet.
Angel Gomez	I was in a jamb with an online meeting with the City of San Diego and I was not familiar with their software requirements. Angel was able to have me set up right before my meeting and even stuck around and helped me when the city did not even know how to do it correctly. Than you Angel, if it was not for you I would have had a complete mission failure. All in buddy, and you improved my quality of life.
Angel Ramirez	We have had an insane amount of CAMPs come through and Angel has stepped up and killed it at getting them out and photo reports done. He is truly all in and has been a great addition to the Business Development team.
Anthony MacPherson	Tony print out water shutoff notices at down town office so plumbing tech did not have to drive to corporate office to get notices and drive back downtown. Thank you for approving tech quality of life and saving client time .

NAME	CORE VALUE STORY
Betty Copeland	I had a t&m that needed to be set up urgently to push payroll and when I called her to expedite the process she was very helpful and got it done.
Candy Allen	Candy is such an amazing person. She knows the right words and tone to make you feel sane. She can always bring you back to reality. I was having a tough time last week and she reminded me that there are still amazing people in the world. Thank you! Thank you! Thank you Candy! 💝
Cecilia, Abigail, Julieta HR team	The HR team has shown major commitment to sourcing out new applicants. they go above and beyond with following up and staying involved regarding the departments current needs. Great Job Team!
Chad Struffert	Today I received an email from a property manager saying how she is pleased with how fast work orders are completed. She had been having trouble with her associations with vendors and their responsiveness to issues that can cause property damage and that she wishes all the vendors operated as fast as dept 260 does! Great job guys!
Chad Struffert	Admin got their boxes of shirts for the technicians. Chad noticed the box might be too heavy for me and offered to carry it over to my desk. He really didn't have to but I was glad I didn't have to lug that big ol box to my desk by myself! Thank you Chad!
Chad Struffert & staff	By the way, I wanted to say that I am very pleased with the quickness of which Pro Tec handled this. I am having troubles at all my associations with vendors and their responsiveness to issues that can cause property damage. I wish all my vendors operated this quickly. I appreciate it very much.
Christy Barajas	Christy has spent alot of time at Dept 850, training us on the software programs. It has taken some time as we are keeping jobs going during the training. Her knowledge of the programs, willingness to help, researching issues that come up, and to get back to us with answers quickly is greatly appreciated. Thank you Christy!
Claudia Felix	Claudia jump in to help out with Dept. 660 while Irma was out. Thank you very much Claudia...your willingness to always help doesn't go unseen. We love you!!
Claudia Felix	Miss Claudia is great at responding to client emails when sending invoices AND she forwards any open invoices when she learns of a management change. Great job being ALL IN Miss Claudia
Claudia Felix	She recently took MOL over from me and has done an amazing job!!! And she hasn't complained about it once, even though I know it's a pain. It is so nice to hand something off and know that it is being taken care of. She is killing it!!!
Claudia Felix May	She went above and beyond to complete my daily tasks while I was out.

NAME	CORE VALUE STORY
Cristian Mencos	Was having trouble removing an expansion tank do to it was rusted called Cristian and he came and we got it done .
Danyelle & Relly	They both help me finish payroll on time! Thanks for all the help girls
Darcy Smith	Every single time I ask Darcy a question, she seems to have the answer almost immediately. It's such a relief to know than when I do have a question for Darcy, I don't ever have to wait long, which is awesome because I hate to have pending items on my desk. Also, she is extremely conscientious about her work. She is very thorough in her tasks. She really seems to take her job seriously and like it's her own. What a rockstar!!!!!
Darcy Smith	Darcy has taken on a new project to eliminate the email list for the admin team. It's a big project and we're grateful that she stepped up to take on the extra work. We appreciate everything you do Darcy.!
David Rodriguez	David received an after hours call on Christmas Eve at a building he did not know in the middle of the night. With report of no hot water. The keys the building where not in the lock box. He was able to get a hold of a board member and get access to the build . Got to the boiler. Form there he contact me on the phone we where able to troubleshoot a boiler model he had never worked on and got the building hot water. David was all in and when above and beyond to make sure they had hot water for Christmas.
Department 60	The guys (technicians and account managers) aren't really known for serenading people on their birthday, but I really appreciated them taking the time out of their busy morning to sing happy birthday to me. Thank you Dept. 60 :)
Dwight Craddolph	Thanks for doing such a great paint job on the mailroom it looks really good.
Eduardo Gomez	Working on hights is not my thing honesty There is a fear feeling, Eduardo I appreciate your help and companion fixing the gutters at Bernardo Greens
Elizabeth Slovatizki	Elizabeth saw that someone had spilled a lot of water on the floor in the hallway and didn't clean up after themselves or let anyone know. So she took it upon herself to clean it up. Thank you Elizabeth for preventing a slip and fall accident!
Elizabeth Slovatizki	Helps me with emailing vendors with receipts that are missing info 😉

NAME	CORE VALUE STORY
Emilio Mateo	Emilio thank you sooooo much for improving my quality of life by taking time to sit down with me and go over your billing packets. I know your kiddos are sick at home and you still made time to come in and make sure we got those done. Way to be a team player! Thanks Again!
Emilio Mateo	He is patient and kind when I have questions and helps me understand plumbing things that I am clueless about. Haha
Fernando Galindo	Fern has been amazing with the transition over here at Dept 850. All thru the day he answers questions and at the end of the day all the techs are getting help from him and he is always kind and patient!
Fernando Galindo	I have been struggling using my laptop at work and only had one (1) monitor screen. I asked Fern if it would be possible to get a two (2) monitor set up. He asked me to submit a ticket to the Protec help desk. Within two (2) days I had a dual monitor set up and installed. He improved my quality of life big time!
Gabriel Monsivais	I want to thank Gabriel for his integrity. Gabriel, found some left alone tools by the parking lot and brought them to me somi can notify the other departments to see if someone might forgot their tools. Im sure the technician is grateful for having his tools back.
Hector Sandoval	I am an owner at Blu located @ 300 E 4th St in Long Beach, CA 90802. I got your email address from the Action Property Management Community Manager (Shaun Fury) earlier this morning. I felt compelled to reach out to say what ROCK STARS Hector and Adrian are! I had been trying for 10 days to get a ceiling leak investigated (the neighbor above me and I were not certain if his bathroom was causing the issue or if there was a pipe in our plumbing stack causing the leak, and my neighbor insisted on going through the HOA route first). Anyway, after calling Protec directly yesterday late morning (I believe I spoke with someone named Joe....I didn't write down the name of the individual who called me back) , I was able to meet Hector and Adrian that afternoon (they were scheduled to be at the building that day already, so they worked me into their rounds). And boy were they good! They were friendly, thorough, communicative, and patient with me as I blabbed on and on about what we were experiencing in my unit (I talk a LOT when I'm nervous / freaking out). They seem to have also communicated very well with my neighbor in unit 405, taking and sharing pictures/videos of what they saw in both units. I was thoroughly impressed by their professionalism, warmth and what a complete job they did, and wanted to make sure they were acknowledged for it. You've got two really good team members in them! Thanks again, and I hope you, Hector and Adrian have a wonderful day.
Hinano Schirmer	Hinano is great at helping us by following up with her guys when they're slow to respond .
Jesus Diaz	Jesus answered Frank Plascencia’s questions about what procedures to take and where to look for more answers when a vehicle breaks down or gets into a collision.
Jon Linke	Jon walked me through a new formula in excel that I was stuck on. Not only did he fix it he also explained how to figure it out in the future. I appreciate that he took the time to allow me to learn and grow in excel

NAME	CORE VALUE STORY
Jos Luis Gonzalez	I want to deeply thank Jose Luis because last Friday my truck broke down from the gas pump while I was working on a property. Jose Luis helped me get a towing truck, take my truck to the mechanic and get it repaired in just one day, leaving it ready so that I could work on it today. Thank you very much Jose Luis for your tremendous help.
Josh Ortiz	Josh always has a great attitude and a pleasure to work with!!
Katie Copeland	No matter what it is, Katie is always incredibly helpful and gets you what you need ASAP. She is a pleasure to work with and always has a “problem solving” mentality.
Katie Copeland	I am so grateful for Katie’s help. Our sept. had a somewhat complicated invoicing job for multiple jobs at one property. I spoke to Katie about the idea I had to get them addressed she was excited and so willing to help. She is definitely all in and owning this mini project. Thank you, thank you so much!!!!
Mariano Porras	Mariano, you have adapted well. I know I can be a pain in your ass but I can tell you truly care and I appreciate when I ask for updates on different things you always come over to my office or call me to personally tell me you are working on it. Its the gesture of you doing it in person that tells me that you are sincere. Thanks Mariano, you have to be the busiest LAM I work with but you take the time to make it count.
Mariano Porras	Mariano is a rock star and is worth his weight in gold! Couldn’t be happier working with him!
Megan Lamb	Megan L helped get OPS lunch to us and then had to run to the store to get plates and silverware because it wasn't provided and I didn't bring anything with me. She is a rockstar always helping where ever there is a need!
Mike Diaz	Mike is "All In" orders and picks up specialty doors not only for the OC office but for the IE office as well. He meets the vendor early in the morning and brings the doors to the shop.
Mirzet Velic	To my partner in crime. Thank you for always having my back. It is awesome to work with you because when I get in a tight spot you have always been there to help me and you never say no. I appreciate that when you need help or don't understand something you ask me for help too, this is the definition of teamwork. Keep it up man, but don't burn out.
Mirzet Velic	Mirzet is amazing, I had a tech who was always late with his time cards, I asked Mirzet for help and after a week the techs time cards have been submitted daily!! Thanks for the help Mirzet.

NAME	CORE VALUE STORY
Oscar Campos	Oscar is always helping out with my payroll questions. He is the account manager I can count on to help me on payroll day. He will reach out to the techs if they are missing time or if I need them to submit an absence report. Thanks Oscar for making my job that much easier. It is greatly appreciated.
Oscar Reyna	For six years I've watched Oscar hand-write all of the work descriptions on Sea Point work orders. I recently taught Oscar how to use Adobe so that he could fill out the work orders on the computer. He did all of January's work orders on Adobe and I'm super happy for him! We're 1 step closer to making Sea Point easier to do each month. Way to learn and grow Oscar!
Paul Mayeski	Paul went above and beyond ensuring that I received the data I needed in a very timely manner. He is brilliant and helpful - what a great combo!
Raul Gonzalez	Raul always works so hard and turns his receipts in on time.
Raul Ramirez Lujan	After having a really tuff weekend of being on call and even a tuff week, I asked Raul to cover me for a day to have some rest and he was willing to take the day for me. This really helped me out to relax and take some time off. Raul has been there for me in the past and with no hesitation he asked if I wanted more help during the week. Truly a good guy for helping out when needed.
Relly Medina	Shout out to relly for always helping me out to verify my payroll before I turn it in
Roberto Favela	Roberto is going through a rough time right now but he always comes in with a hard working attitude and doesn't complain. I had the pleasure of talking with him for a bit and you'd never know what he's going through unless he told you. I appreciate Roberto for being all in.
Rodney Poulson	Rodney is all in! He goes above and beyond to keep me looped in on client info changes. His estimates always have the current info for community mangers and it makes the process go much smoother.
Rosie Gomez	Rosie is always in a wonderful mood which makes coming to work that much more enjoyable. She's always so helpful and willing to help even if it doesn't have anything to do with payroll :)
Sal Espinosa	Thank you Sal for for rebuilding the front entry of Mission Verde nice job !

NAME	CORE VALUE STORY
Salvador Gonzalez & Eugene Rodriguez	Salvador Gonzales and Eugene Rodriguez were sent to do repairs inside a homeowners condo. After, she called the Dept 850 office to compliment them and said they did a "first class job". That same day, the property management company let us know the homeowner emailed them saying she was happy they finished the job in a day, it was perfect, and they were a pleasure to deal with!
Samantha Henry	Last Friday, I had to take a personal day due to my dog being very ill in the emergency vet. I was very upset as I did not know what was going to happen with him. Luckily, over the weekend we started to see improvements in his health. Samantha went out of her way to text me over the weekend to check in on us. It was such a small but very thoughtful act of kindness. I appreciate her taking her "off" time to check on my family. It meant the world to me!
Samantha Henry	Samantha Henry is the exact type of employee every company needs. It doesn't matter when I call her, or what I call her about, she always gets the job done and always answers my questions and explains to me how she goes about resolving the issue. So she's always teaching. She's the best!!!!!!
Shellie Blaylock	Thank you for always helping with all my questions and hearing me out on my stucks.
Susan Rodriguez	Susan has been putting in 10-12 hour days for weeks and is still the most patient and kind person in our office. She’s always available whenever anyone asks for help no matter how much she already has on her plate!
Susan Rodriguez	Susan is a great example of our core values! She is helping lead her team in so many changes this year with a huge smile on her face. She is so wonderful to work with and I can’t wait to get to know her more! I can always rely on her whenever I have questions. She is one of a kind!
Tim Lampman	Tim was All In by taking a injured employee directly to Urgent Care and staying with him there and driving him back.
Anthony MacPherson	Last week, Tony and I had to deescalate a situation with an unhappy client. We worked together and Tony was calm, professional, and kind. Together we were able to make sure the client got what they needed and I am thankful for Tony's help!
Anthony MacPherson	Tony helped us out and printed some notices for one of our techs to pick up so he didn’t have to drive all the way from downtown to corporate and back down again.
Wendy Robles	Wendy is awesome she helped me set up a work order that was a bit complicated and she explained through the phone for future reference.

NAME	CORE VALUE STORY
Yesenia Alvarenga	She is always checking in on me and seeing how I am doing, asking if I need help, and advocating for me to get my work done even if that means she answers most of the phone calls 😊
Yesenia Gonzalez	Miss Yesenia is very responsive to questions related to collections and billing and always provides ALL the details to assist with resolving the issue. Whatever it may be. I appreciate her for being ALL IN!!!