

## Technician of the Quarter

November 2020

### Phone Administrator Denise Johnson

As Denise Johnson's supervisor for the last two years, I've benefited from her creative problem-solving, tireless work ethic, and willingness to do whatever it takes to get the job done and done correctly.

Denise is always willing to pitch-in and help team members with any task. She has volunteered to manage the NextGen 911 project and was recently appointed as the Project Manager for the Intrado 911 phone system upgrade. This upgrade has demanded countless hours, as it must be completed prior to 12/31/2020 due



to the restrictions placed on the CARES grant being used to fund this project. Her dedication to the CAD Upgrade project has been phenomenal.

She volunteered to help with many tasks to help manage the incredible volume of Help Desk tickets that were created over a 5 day span. This required her to forgo her normally scheduled Regular Day Off and put in numerous time and effort after business hours as well as on the weekend.