



RESOLUTION NO. 24-28

**RESOLUTION HONORING DI DANG AS THE HARRIS COUNTY HOUSING AUTHORITY
EMPLOYEE OF THE QUARTER (OCTOBER – DECEMBER 2024)**

WHEREAS, Di Dang, Customer Service Representative for Harris County Housing Authority (HCHA), has demonstrated excellence beyond his job performance; and

WHEREAS, Di provides excellent customer service, going beyond expectations and ensuring that program participants and landlords receive the ultimate respect and customer service while providing thorough and accurate information; and

WHEREAS, he consistently assists callers by directing them to the correct staff person or providing information regarding the housing authority programs and processes. Di is a great example of a team player. He will help anyone who needs assistance and unselfishly contributes to HCHA's team effort and goal for excellence. Di is also known for his willingness to assist staff as an interpreter. He translates for participants and landlords who may have a language barrier; and

WHEREAS, Di always takes the time to listen and provide an appropriate response to the caller's inquiry and understands when to seek management involvement. For the caller requesting housing assistance, Di takes the time to direct them to the program that would best meet their needs; and

WHEREAS, Di's commitment to serve his community is unmistakable, and his determination to ensure integrity in all he does is evident; and

WHEREAS, Di portrays an example of dedication to HCHA customer service principles and inspires his fellow co-workers. Specifically, Di mentors co-workers in the customer service area and answers any question that is posed to him. He portrays a kind and caring spirit that displays his true purpose for serving others; and

WHEREAS, he, in all his endeavors, has reflected great honor upon HCHA and the Board of Commissioners.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Commissioners does hereby extend to Di Dang its sincere and grateful appreciation for his dedicated service to HCHA and the citizens of Harris County, Texas, and congratulates him on being named Employee of the Quarter (October - December 2024).

PASSED, by the Board of Commissioners this 18th day of September 2024.

Chairman: _____

Gerald Womack
Gerald Womack

Secretary: _____

Melissa Quijano
Melissa Quijano