



Legislation Text

File #: 36257, **Version:** 1

Fiscal Note

No fiscal impact.

Title

Commending, honoring and expressing appreciation to Karen Bollman upon her retirement from the City of Madison after 40 years of exemplary service to the City of Madison.

Body

WHEREAS, Karen Bollman began employment with the City of Madison in 1974 as a part-time Page at the Library while she was still in high school; and

WHEREAS, in 1976 Karen graduated from Madison East High School and in early 1977 took a full-time Clerk-Typist position with the Engineering Division; and

WHEREAS, Karen's City career continued with a move in 1981 to the Accounting Department and to the Water Utility in 1983; and

WHEREAS, in 1984, Karen accepted her first position in the Data Processing Department as a Production Control Clerk and was quickly promoted to a Mainframe Computer Operator position after completing a Computer Operating training program offered by the Data Processing Department in 1985; and

WHEREAS, in 1992 Karen moved into the Mainframe System Support area and in 1994, when the Data Processing department starting moving away from mainframes and into client/server computing, Karen took a position in the newly formed PC Hardware/Software Support Team; and

WHEREAS, in 1998, Karen was selected as the inaugural Help Desk Supervisor in the Information Services Department and has held that position since, setting a standard for how this service should be operated; and

WHEREAS, Karen has used hard work, dedication and determination to move from an entry level position to a position of great responsibility and leadership; and

WHEREAS, Karen has been a great technician, a strong advocate for customers, a provider of outstanding customer service, and an excellent supervisor; and

WHEREAS, Karen has built the City of Madison Help Desk into a team that provides exceptional customer service and excellent technical services for our customers, which helps to keep the City of Madison running smoothly; and

WHEREAS, Karen has hired and trained much of the existing Information Technology staff and leaves a legacy of well trained professional staff who genuinely care about their customers; and

WHEREAS, the Information Technology Department and the many customers of the Help Desk are going to miss Karen incredibly.

NOW, THEREFORE, BE IT RESOLVED, that we commend, honor and express appreciation to Karen Bollman upon her retirement from the City of Madison after 40 years of exemplary service, and wish her a long and fulfilling retirement.

