

## *Staff Employee of the Week*

### **Caroline Velasquez**

In addition to being a consummate professional, **Caroline Velasquez** is best known by her colleagues for her positive outlook and can-do attitude. Angela King, director of benefits, said that Velasquez meets each challenge with a smile, and has the rare ability to handle difficult situations with grace and humor.

Velasquez is one of four staff members who staff the [HR Service Center](#). Together, the team responds to an average of 4,000 phone calls, emails, and online chat requests each month.

“She consistently goes above and beyond her duties to fulfill my request or need. In addition, if I am calling with a question and she does not have the answer, she immediately pursues the answer or puts me in contact with the person who will,” said Drema Price, executive assistant in the department of Biological Sciences.

“Velasquez has taken our Service Promise to heart and is absolutely devoted to serving our customers by listening to them, responding promptly and efficiently, and providing clear, accurate and timely information – without exception,” said Richard Charles, director of HR services and employee administration. “Her dedication to her customers and Virginia Tech can best be seen in the overwhelming, positive feedback received from various individuals she has assisted.”

