

DATE: 4/24/2019

TO: City Clerk

FROM: Dee Margo

ADDRESS: 300 N Campbell TELEPHONE 915-212-1051

Please place the following item on the (Check one): CONSENT X REGULAR _____

Agenda for the Council Meeting of April 30th, 2019

Appointment of Carlos Vega to the Tax Increment Reinvestment Zone Number 5 by Mayor

Item should read as follows: Margo.

BOARD COMMITTEE/COMMISSION APPOINTMENT/REAPPOINTMENT FORM

NAME OF BOARD/COMMITTEE/COMMISSION: Tax Increment Reinvestment Zone Number Five

NOMINATED BY: Dee Margo DISTRICT: Mayor

NAME OF APPOINTEE Carlos Vega
(Please verify correct spelling of name)

E-MAIL ADDRESS: _____

BUSINESS ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____ PHONE: _____

HOME ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____ PHONE: _____

DOES THE PROPOSED APPOINTEE HAVE A RELATIVE WORKING FOR THE CITY? YES: _____ NO X

IF SO, PLEASE PROVIDE HIS OR HER NAME, CITY POSITION AND RELATIONSHIP TO THE PROPOSED APPOINTEE: N/A

HAS APPOINTEE BEEN A MEMBER OF OTHER CITY BOARDS/COMMISSIONS/COMMITTEES? IF SO, PLEASE PROVIDE NAMES AND DATES: N/A

LIST ALL REAL ESTATE OWNED BY APPOINTEE IN EL PASO COUNTY (BY ADDRESS):

WHO WAS THE LAST PERSON TO HAVE HELD THIS POSITION BEFORE IT BECAME VACANT?

NAME OF INCUMBENT: Vacant

EXPIRATION DATE OF INCUMBENT: N/A

REASON PERSON IS NO LONGER IN OFFICE (CHECK ONE): TERM EXPIRED: _____
RESIGNED _____
REMOVED _____

DATE OF APPOINTMENT: 4/30/2019

TERM BEGINS ON : 4/30/2019

EXPIRATION DATE OF NEW APPOINTEE: 4/30/2020

PLEASE CHECK ONE OF THE FOLLOWING: 1st TERM: X

2nd TERM: _____

UNEXPIRED TERM: _____

Carlos L. Vega

Insurance Industry Professional

A dynamic leader with 12 years of experience providing commercial and personal lines expertise. A highly results driven professional with solid track record of performance in sales and customer service. Key strengths include the ability to exceed goals/target metrics, a knack for connecting with all clients through a more consultative, value based approach and the ability to teach others to develop the same customer centered focus in high volume environments.

- Property, Casualty and Life Knowledge
- Team Building, Coaching and Leadership
- Metric Analysis and Reporting
- Profitable Growth Management

Summary of Qualifications

- Solid understanding of insurance products and field sales processes; with additional thorough knowledge of book profitability, market penetration and return on investment.
- Thorough knowledge of customer service and customer satisfaction metrics in a corporate agency setting such as calls per hour, handle times, first call resolution and backlog workflows.
- Keen analyst; able to create and review productivity reports and provide positive evaluation to coworkers/team members. Ability to strategize short term and long-term objectives through coaching as a means to improve performance.
- Extremely motivated self-starter with ability to learn new principles, procedures and processes quickly; outstanding facilitator for continuous improvement and best practice implementation in a multi team environment.
- Organized Multitasker; can thrive on changing pressures in the workplace and balance all aspects of day to day operations which results in high level productivity.
- Excellent collaborator and networker; able to foster and maintain positive work and community relationships; Additionally skilled at leveraging partnerships to continually market the company brand

Selected Accomplishments

Graduate of Leadership El Paso Class 40

Major contributor to the reestablishment of Liberty Mutual Offices and brand in El Paso
Consistently exceeded production goals and per cap for 2011, 2012, 2013 and 2014 fiscal years
Pacesetter Sales Awards for performance

Successfully completed ADP's Leadership Academy Management Certification Program
Continuously overachieved fiscal sales goals by reaching 118%, 120% and 109% of plan Fiscal Year 2007, 2008 and 2009 100% Club

Professional Experience

HUB International, El Paso, Texas
Private Client Advisor

10/16 - Present

- Provide consultative insurance risk management to affluent & high net worth families.
- Lead day to day management and servicing of existing client relationships.
- Provide oversight and coaching to team of experienced account managers.
- Conduct team meetings and professional development sessions.
- Promote HUB private client practice and personal insurance brand through networking with financial advisors, wealth managers, estate planners, mortgage and real estate professionals.

Carlos L Vega

Page 2

Liberty Mutual Insurance, El Paso, Texas
Business Development Representative

01/11 – 04/16

- Conducted branch meetings, professional development sessions and daily team huddles.
- Constantly analyzed individual/team reports and implemented strategies to increase customer conversion, customer satisfaction levels and improve local book profitability.
- Coached and provided mentorship to all sales or customer service representatives; act as 2nd floor leader to state area manager.
- Used a consultative selling style to offer insurance products to individuals and affinity groups.
- Continually maintained a high level of activities, which included marketing, team leadership, hands on quoting and customer service as a means to meet high demand goals and customer satisfaction metrics.
- Networked with various employers, credit unions, organizations and real estate industry professionals in order to foster solid referral partnerships for the branch office.

ADP Insurance Agency, El Paso, Texas
Senior Account Executive

06/06 – 10/10

- Applied consultative selling techniques to prospect businesses and sell company solutions.
- Interviewed business owners to correctly classify employees and their payroll as part of the process to submit to carriers for underwriting approval.
- Established positive working relationships with various companies' underwriters in order to understand risk appetites and place business efficiently.
- Built amazing referral partnerships with payroll district managers as means to receive consistent new contacts to market products.
- Trained / coached direct and indirect assigned sales associates while also maintaining own individual sales requirements. Completed ADP's "Top Gun" program.
- Conducted department meetings and professional development trainings.

Gayle Cook CPA, EL Paso, Texas
Staff Accountant

01/06-06/06

- Provided bookkeeping and accounting services for the firm s clients.
- Processed all day to day transactions and record keeping for the business owners.
- Audited client files and ledgers for inaccuracies; and made corrections as necessary.
- Handled payroll and tax filing for all payroll clients.

TTU College of Education, Lubbock, Texas
Senior Technical Support Associate

08/02 – 12/05

- Provided technical support to faculty, staff and students throughout the entire college.
- Provided timely and courteous customer service answering questions on the help desk. hotline troubleshooting and when necessary physically repairing user PC's .
- Installed new computer software such as operating systems and specialty programs.
- Provided users with support such as network access, email, server folders and printing.
- Trained and supervised new employees; trained professors and faculty in technology.

Education and Professional Training

Texas Tech University, Lubbock, Texas	December 2005
Bachelors of Business Administration, Finance	
Bachelors of Business Administration, Economics	
Texas Property and Casualty Producer License, El Paso, Texas	June 2006
Texas Life Producer License, El Paso, Texas	January 2011

Community Service and Leadership

Executive Board of Directors, Junior Achievement of the Desert Southwest
Board of Directors Member, El Paso Estate Planning Council
Board of Directors Affiliate Member, El Paso Mortgage Bankers Association
Board Treasurer, El Paso Wings Track and Field Club