

SUPERIOR ACCOMPLISHMENT AWARD

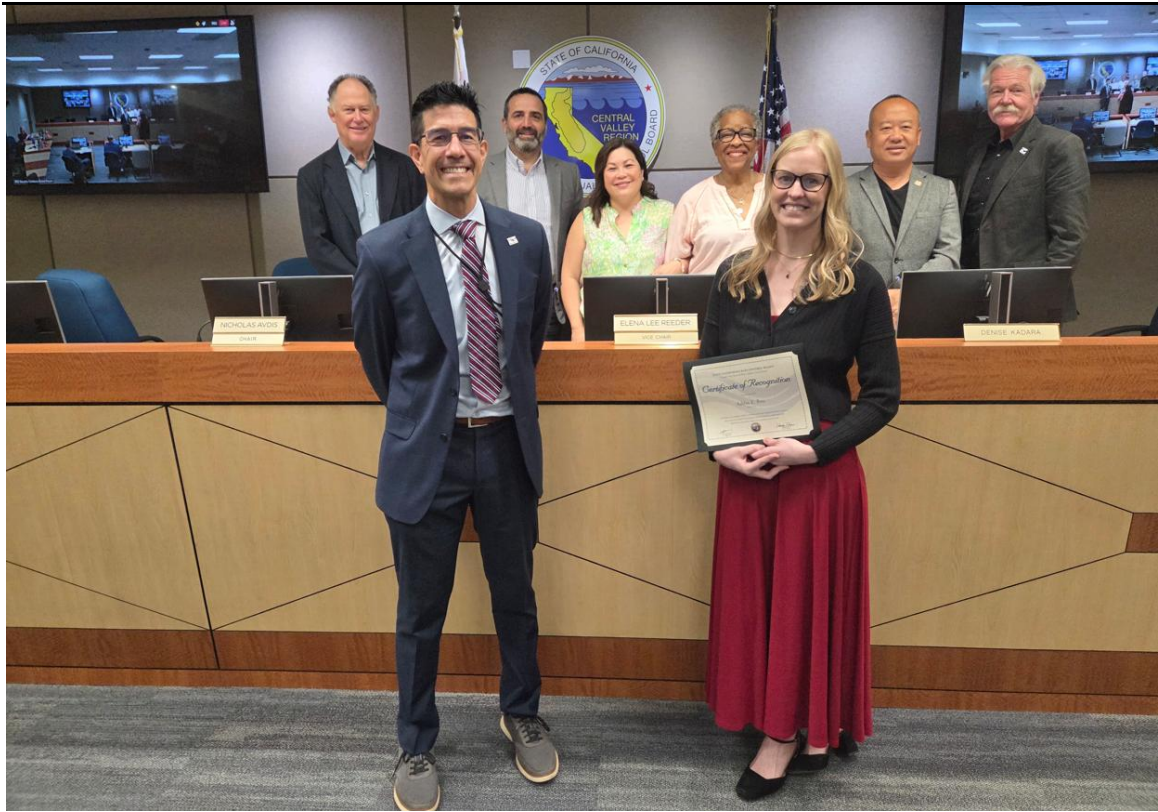
June 2026

EMPLOYEE: Ashlyn Ross

UNIT: Operational Support Unit, Sacramento office

TITLE: Supervisor I

SUPERVISOR/TITLE: Kelli Garver/Supervisor II



Ashlyn Ross has demonstrated exceptional initiative, innovation, and leadership, consistently exceeding the normal requirements of her position. She successfully managed complex tenant improvements, including office renovations, executive team relocation, and coordination with multiple entities such as the Department of General Services, State Board, property management, and multiple contractors/sub-contractors, while ensuring uninterrupted operations and employee safety. Her proactive problem-solving during unforeseen challenges, such as building leaks, safeguarded productivity and maintained a safe work environment. These efforts resulted in zero downtime for staff and completion of all improvements within projected timelines, despite multiple obstacles. Her ability to anticipate risks and implement solutions ensured continuity of critical services under challenging circumstances, while delivering exceptional customer service to internal stakeholders by maintaining clear communication and responsiveness throughout the process.

In addition, Ashlyn developed and maintains two critical SharePoint platforms: the Construction site, which centralized construction project updates and the HR FAQ site, which decreased repetitive inquiries to administrative staff by an estimated 40 percent, allowing the team to focus on complex issues. These tools have transformed communication, improved response times, and enhanced overall organizational efficiency. Ashlyn's ingenuity, attention to detail, and ability to anticipate needs have had a lasting positive impact on the Rancho Cordova office and the broader organization. Her outstanding performance, measurable contributions, and commitment to exceptional customer service make her a highly deserving candidate for the Superior Accomplishment Award.