

CUSTOMER SERVICE – Cindy Aguinaga, Development Services

Simply defined, Customer Service “is treating people with value and equity, striving to be models of the principles and practices of an organization, improving on how things can be handled, and delivering on promises to customers.” The award recipient in the Customer Service Category is Cindy Aguinaga.

Her employment with the COEP started in 2003 and after working in Municipal Court and Street – she is now a Customer Relations Representative in the Development Services Department. Having promoted quickly in the organization, she is known for her congenial manner, dedication to the departmental mission, ongoing suggestions for improving departmental processes, interest in excellence rather than settling for adequate, and providing genuine customer service. In the Development One-Stop Shop where thousands of customers pass each day – as a supervisor she deals with each situation fairly and timely – and always has a smile. For this and numerous other qualities, Cindy is highly regarded within and outside of the Department.

Holding an Associates Degree in Child Development from El Paso Community College, she is also currently pursuing a Bachelor’s Degree from UTEP majoring in Criminal Justice.