



**ERIC GARCETTI**  
**MAYOR**

August 12, 2016

Honorable Members of the City Council  
c/o City Clerk  
City Hall, Room 395

Honorable Members:

Subject to your confirmation, I have appointed Ms. Margarita Darett-Quiroz to the Board of Neighborhood Commissioners for the term ending June 30, 2021. Ms. Darett-Quiroz will fill the vacancy created by Olivia Rubio, whose term has expired.

I certify that in my opinion Ms. Darett-Quiroz is qualified for the work that will devolve upon her, and that I make the appointment solely in the interest of the City.

Sincerely,

ERIC GARCETTI  
Mayor

EG:dlg

Attachment

## COMMISSION APPOINTMENT FORM

**Name:** Margarita Darett-Quiroz  
**Commission:** Board of Neighborhood Commissioners  
**End of Term:** 6/30/2021

### Appointee Information

1. **Race/ethnicity:** Latina
2. **Gender:** Female
3. **Council district and neighborhood of residence:** 1 - East Los Angeles
4. **Are you a registered voter?** Yes
5. **Prior commission experience:**
6. **Highest level of education completed:**
7. **Occupation/profession:** Customer Service Representative (Bilingual), Time Warner Cable
8. **Experience(s) that qualifies person for appointment:** See attached resume
9. **Purpose of this appointment:** Replacement
10. **Current composition of the commission (excluding appointee):**

| Commissioner     | APC          | CD | Ethnicity        | Gender | Appt. Date | Term End  |
|------------------|--------------|----|------------------|--------|------------|-----------|
| Atkinson, Joy    | South LA     | 10 | African American | F      | 09-Oct-13  | 30-Jun-20 |
| Lafarga, Josh    | Harbor       | 15 | Latino           | M      | 14-Aug-15  | 30-Jun-20 |
| Lipmen, Eli      | West LA      | 5  | Caucasian        | M      | 04-Feb-14  | 30-Jun-16 |
| Shaffer, Leonard | South Valley | 3  | Caucasian        | M      | 19-Sep-11  | 30-Jun-19 |

# MARGARITA DARETT

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## PROFESSIONAL SUMMARY

Call Center Customer Representative and Project Manager with over 10 years' experience in customer service providing proactive approach to internal and external customer needs and delivery of services, which contribute to customer satisfaction. Ensures high level service to exceed customers' expectations and develops procedures to track quality of service. Identifies problem areas in order to appropriately resolve internal/external customer related concerns, prevent problem escalation and retain customer. Participates in special and complex projects, procedures and improvements across functional areas. Strongly support and promote cultural diversity. Expert computer software programs skills and Excellent English/Spanish communication skills.

## KNOWLEDGE AND SKILLS

- Billing and Collections
- Customer Focus Service
- Sales and Marketing Procedures
- Staff Training and Retention
- Research and Analysis
- Scheduling and Leave Management
- Medical Terminology
- Office Procedures
- FMLA/ADA/SDI/WC,HIPAA
- State and Federal Laws
- High Level Confidentiality
- OSHA/Food Handling Regulations
- Computer Software Programs
- Bilingual: English and Spanish

**TIME WARNER CABLE      Culver City, CA**

**04/2012 – 05/2016**

### **CUSTOMER SERVICE REPRESENTATIVE (BILINGUAL)**

- Receive high volume of incoming telephone calls and respond to inquiries to meets high quality, productivity, customer service standards and customer satisfaction.
- Customer satisfaction via process improvement, efficiency reporting flow of information.
- Sell new products, upgrade services and retain customers from disconnecting services
- Utilize extensive experience and judgment to monitor calls, quality control and accomplish goals
- Maintain customer interaction and transaction records by recording inquiry details, complaints, comments and action taken to ensure customer satisfaction
- Provide information regarding products, services, billing, repair and collections
- Engage in collaborative team work, presented training for new staff
- Enter customer orders and upgrades in computer system and completed call logs and reports
- Identify, researched, followed up and resolved customer concerns and inquiries
- Research billing, payment, and fraud issues and documented information and trends
- Provide recommendations and customer support to vendors regarding equipment and products
- Handle field support, corporate connection, off lines, new lines, service upgrade, accessories, offline re-rate, billing, and equipment
- Support service strategies and process improvement within the call center
- Translate information for Spanish speaking customers
- Document customer transactions accurately in Accredited Customer Service Representative (ACSR) designation program and (ADD) system and complete required paperwork.

### **STUDENT AND COMMUNITY VOLUNTEER WORKER**

**07/2011 – 12/2015**

- Serve as President of Glassell Park Improvement Association
  - Coordinate fund raising programs, community events, and activities
  - Interact with state officials, vendors, suppliers and the community
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## Margarita Darett

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### FRESCO COMMUNITY MARKET

Los Angeles, CA

12/2010 – 07/2011

#### ASSISTANT FRONT END MANAGER (Deli-Kitchen)

*Served on "startup" project team to open new store on January 7, 2011*

- Trained, supervised, scheduled, assigned and reviewed associate's tasks.
- Participated in interviewing and hiring process and trained new associates
- Trained, supervised Front End Market Associates and managed confidential medical files
- Maintained quality service by establishing, supporting and ensuring company policies, procedures safety and service standards were communicated and followed.
- Ensured vendor and outsource contracts were appropriately signed and filed
- Respond to queries and concerns from customers and employees.
- Developed sales promotion programs and displays to attract customers
- Ensured that products are properly labeled, priced, has appropriated expiration date
- Monitored and maintained stock inventory levels to avoid over and under stock
- Ensured safety procedures for operating equipment, food preparation, handling and storage,
- Handled work schedules, shipments, receiving, storage, product rotation and cleaning schedules

### LOS ANGELES UNIFIED SCHOOL DISTRICT ADMINISTRATIVE ASSISTANT (BILINGUAL)

Los Angeles, CA

12/2007 – 05/2010

- Provided multi-level administrative support to administration, faculty, personnel and external government agencies
- Maintained and updated student history, transcripts, immigration records, legal paperwork teachers records and developed Individual Educational Program (IEP) documents
- Scheduled and coordinated meetings, interviews, appointments, events, travel and lodging
- Responded to government, social services and law enforcement queries through problem solving and effective communication

### KAISER PERMANENTE MEDICAL GROUP

Los Angeles, CA

08/2006 – 09/2007

#### CASHIER/RECEPTIONIST (*Internal Medicine, Oncology, OB/GYN, Dermatology and Urgent Care*)

- Welcomed and greeted patients and visitors in person and on the telephone
- Responded to member questions, inquiries and directed members to appropriate treatment areas
- Verified appointment information and checked in patients/members for appointments.
- Scheduled medical appointments and reviewed medical information
- Translated medical and general information for Spanish speaking customers/members
- Protects patients' rights by maintaining confidentiality of personal and financial information

### SBC New AT&T

Pasadena, CA

02/2000 – 04 2006

#### SERVICE REPRESENTATIVE

- Managed inbound/outbound phone lines in a fast pace call center environment
- Answered customer/client requests and inquiries concerning services, products, billing, equipment, claims, resolved concerns and provided excellent customer service
- Researched conditions of services contract to ensure companies' policies and procedures for early termination and service products agreements are followed

### COMPUTER SKILLS

Microsoft Office (Word, Excel, Access, Outlook PowerPoint) EPIC, Welligent Software Suit, Internet Research, Social Media, Adobe, Citrix System EPIC, wireless systems, internet research

### EDUCATION

Criminal Justice / Administrative Justice Courses, Pasadena Community College, Pasadena, CA  
Child Development Courses, Los Angeles City College, Los Angeles, CA  
High School Diploma Graduate



**ERIC GARCETTI**  
**MAYOR**

August 12, 2016

Ms. Margarita Darett-Quiroz

Dear Ms. Darett-Quiroz:

I am pleased to inform you that I hereby appoint you to the Board of Neighborhood Commissioners for the term ending June 30, 2021. In order to complete the process as quickly as possible, there are several steps that must be taken, many of which require visiting City Hall. If you require parking during these procedures, please call Claudia Luna in my office at (213) 978-0621 to make arrangements for you.

To begin the appointment process, please review, sign and return the enclosed Remuneration Form, Undated Separation Forms, Background Check Release and Information Sheet **within one week** of receiving this letter. These documents are necessary to ensuring the most efficient, open and accountable City government possible. Further, Mayor's Office policy requires you to be fingerprinted as part of the background check that is done on all potential Commissioners. To do so, please bring this letter to the Background Unit of Employment Services Division, Personnel Department Building, 700 East Temple Street, Room 235, Los Angeles, California 90012. The division phone number is (213) 473-9343. Fingerprints must be taken **within three working days** from the **receipt** of this letter.

Under separate cover you will be receiving a packet from the City Ethics Commission containing information about the City's conflict of interest laws and a copy of the State Form 700/Statement of Economic Interests. You are required to complete and return this form **within 21 days** of your nomination to the City Ethics Commission, 200 North Spring Street, City Hall, 24th Floor, Los Angeles, California 90012. Any inquiries regarding this form should be directed to Nicole Enriquez at the Ethics Commission at (213) 978-1960.

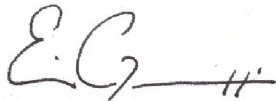
Ms. Margarita Darett-Quiroz  
August 12, 2016  
Page 2

As part of the City Council confirmation process, you will need to meet with Gilbert Cedillo, your Councilmember, and Councilmember Herb Wesson, the Chair of the Rules, Elections, Intergovernmental Relations, and Neighborhoods Committee, to answer any questions they may have. You will be hearing from a City Council committee clerk who will let you know when your appointment will be considered by the Rules, Elections, Intergovernmental Relations, and Neighborhoods Committee. Sometime thereafter, you will be notified by the committee clerk when your appointment will be presented to the full City Council for confirmation. Once you are confirmed, you will be required to take the oath of office in the City Clerk's Office in Room 395 of City Hall. Claudia Luna will assist you during the confirmation process if you have questions.

Commissioners must be residents of the City of Los Angeles. If you move at any point during your term, have any changes in your telephone numbers, or in the future plan to resign (resignation must be put in writing), please contact my office immediately.

Congratulations and thank you for agreeing to serve the people of Los Angeles.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Eric Garcetti', with a horizontal line extending from the end of the signature.

ERIC GARCETTI  
Mayor

EG:dlg

Attachment I  
Ms. Margarita Darett-Quiroz  
August 12, 2016

### Nominee Check List

**I. Within three days:**

\_\_\_\_\_ **Get fingerprinted to complete a background check.**  
No appointment is necessary. Bring the Mayor's letter to:  
Background Unit of Employment Services Division, Personnel  
Department Building, 700 East Temple Street, Room 235, Los Angeles,  
California 90012. Phone: (213) 473-9343.

**II. Within seven days:**

Mail, fax or email the following forms to: Legislative Coordinator, Office of the Mayor, Office of Intergovernmental Relations, City Hall, 200 N. Spring Street, Los Angeles, CA 90012 or email: Claudia.Luna@lacity.org.

\_\_\_\_\_ **Remuneration Form**  
\_\_\_\_\_ **Undated Separation Forms**  
\_\_\_\_\_ **Background Check Release**  
\_\_\_\_\_ **Commissioner Information Sheet/Voluntary Statistics**

**III. Within 21 days:**

File the following forms with the City Ethics Commission. *If you are required to file, you will receive these forms via email from that office.*

\_\_\_\_\_ **Statement of Economic Interest ("Form 700")**  
*IMPORTANT:* The City Council will not consider your nomination until your completed form is reviewed by the Ethics Commission.  
\_\_\_\_\_ **CEC Form 60**

**IV. As soon as possible, the Mayor's Office will schedule a meeting with you and:**

\_\_\_\_\_ **Your City Councilmember Gilbert Cedillo** (contact at (213) 473-7001).  
\_\_\_\_\_ **Councilmember Herb Wesson, Chair of the Council Committee considering your nomination** (contact at (213) 473-7010).

Staff in the Mayor's Office of Intergovernmental Relations will assist you with these arrangements.