



August 9, 2021

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

Honorable Members:

Subject to your confirmation, I have reappointed Ms. Margarita Darett-Quiroz to the Board of Neighborhood Commissioners for the term ending June 30, 2026. Ms. Darett-Quiroz's current term expired on June 30, 2021.

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: 6/30/2026

Appointee Information

1. **Race/ethnicity:** Latina
2. **Gender:** Female
3. **Council district and neighborhood of residence:** 1 - East
4. **Are you a registered voter?** Yes
5. **Prior commission experience:** Board of Neighborhood Commissioners
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:** Reappointment
10. **Current composition of the commission:**

Commissioner	APC	CD	Ethnicity	Gender	Term End
Atkinson, Joy	South	10	African American	F	30-Jun-25
Darett-Quiroz, Margarita	East	1	Latina	F	30-Jun-21
Lipmen, Eli	West	5	Caucasian	M	30-Jun-26
Wehbe, Debra "Debbie"	Central	4	Caucasian	F	30-Jun-23
Vo-Ramirez, Quyen	North Valley	7	Latina	F	30-Jun-22
Regalado, Raymond	Harbor	15	Latino	M	30-Jun-24
Shaffer, Leonard	South Valley	3	Caucasian	M	30-Jun-24

Margarita Darett

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

MARGARITA DARETT

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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August 9, 2021

Dear Ms. Darett-Quiroz:

I am pleased to inform you that I hereby reappoint you to the Board of Neighborhood Commissioners for the term ending June 30, 2026. 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 reappointment 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.

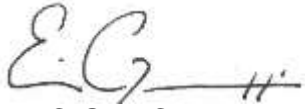
As part of the City Council confirmation process, you will need to meet with Gilbert Cedillo, your Councilmember, and Councilmember John Lee, the Chair of the Arts, Parks, Health, Education and Neighborhoods Committee, to answer any questions they may have. You will be hearing from a City Council committee clerk who will let you know when your reappointment will be considered by the Arts, Parks, Health, Education and Neighborhoods Committee. Some time thereafter, you will be notified by the committee clerk when your reappointment 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.

Ms. Margarita Darett-Quiroz
August 9, 2021
Page 2

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 "E. Garcetti", followed by a horizontal line and a small mark.

ERIC GARCETTI
Mayor

EG:dlg

Attachment I
Ms. Margarita Darett-Quiroz
August 9, 2021

Nominee Check List

I. Within seven days:

Mail or email the following forms to: Claudia Luna, Office of the Mayor, 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**

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

_____ **Your City Councilmember Gilbert Cedillo**

_____ **Councilmember John Lee, Chair of the Council Committee
considering your nomination**

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