



Board Appointment Form

City Clerk's Office

Appointing Office	Ivan Niño, District 5
Agenda Placement	Consent
Date of Council Meeting	05/13/25
Name of Board	Americorps Seniors Advisory Council
Agenda Posting Language	
Appointment of Gladys Guzman to the Americorps Senior Advisory Council by Representative Ivan Niño, District 5.	
Appointment Type	Regular
Member Qualifications	
See Attached Resume	
Nominee Name	Gladys Guzman
Nominee Email Address	
Nominee Residential Address	
Nominee Primary Phone Number	
Residing District	District 5
City Employed Relatives	N/A
Board Membership	
N/A	
Real estate owned in El Paso County	
Previous Appointee	Janet Eurich
Reason for Vacancy	Term Expired
Date of Appointment	05/13/25
Term Begins On	05/13/25
Term Expires On	05/12/27
Term	First Term

GLADYS GUZMAN



PROFESSIONAL SUMMARY

Adept at cash handling and customer interactions, I significantly enhanced customer satisfaction and operational efficiency at City of El Paso-International Bridges. My expertise in toll booth operations and problem resolution, coupled with a keen attention to detail, led to a smoother traffic flow and a safer, more professional environment.

Diligent with solid background in toll collection, ensuring smooth and efficient traffic flow. Proven ability to handle cash transactions accurately while maintaining excellent customer service. Demonstrated skills in communication and problem-solving in high-pressure environments.

Professional toll collection expert ready to enhance operational efficiency. History of managing cash transactions and addressing customer inquiries with precision. Known for collaborative teamwork and adaptability to changing traffic conditions. Expertise in customer service and cash handling.

SKILLS

- Cash handling
- Transaction processing
- Traffic management
- Communication skills
- Numerical accuracy
- Customer interactions
- Toll booth operations
- Problem resolution
- Attention to detail

WORK HISTORY

Senior Toll Collector, 03/2003 - 02/2021

City Of El Paso- International Bridges – El Paso, TX

- Collected toll fees from drivers, ensuring accurate transactions.
- Provided drivers with change and receipts to maintain efficient tollbooth operations.
- Assisted in maintaining a smooth traffic flow by promptly processing vehicle transactions.
- Improved customer satisfaction by courteously addressing driver inquiries.
- Ensured compliance with toll collection procedures to maintain operational standards.
- Maintained cleanliness of toll booth area, contributing to a professional environment.

- Managed and motivated employees to be productive and engaged in work.
- Maintained professional, organized, and safe environment for employees and patrons.
- Enhanced customer satisfaction by resolving disputes promptly, maintaining open lines of communication, and ensuring high-quality service delivery.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Improved safety procedures to create safe working conditions for workers.

Toll Collector, 07/1997 - 03/2003

City of El Paso-International Bridges – El Paso, TX

- Communicated in English and Spanish to assist motorists and respond to inquiries concerning tolls, directions and routes.
- Collaborated with team members to ensure smooth operations during peak hours and special events.
- Monitored toll lane activity and generated operational reports.
- Promoted safety awareness among motorists through clear signage displays and timely updates on road conditions when necessary.
- Operated toll collection equipment and processed toll payments accurately.
- Achieved operational efficiency by adhering to established protocols for opening and closing the booth daily.
- Upheld company standards for professional demeanor, consistently delivering courteous service under all circumstances.
- Supported infrastructure maintenance by promptly reporting any equipment malfunctions or damages to appropriate personnel.
- Classified all vehicles passing through toll lanes in accordance with procedural requirements.
- Developed skills in conflict resolution while addressing disputes regarding fare discrepancies or other customer complaints.
- Boosted overall productivity by proactively identifying bottlenecks in workflow processes and suggesting improvements accordingly.

EDUCATION

BBA: Human Resources Management, 06/1979

University Of Puerto Rico- Rio Piedras Campus - San Juan, PR

Human Resources Intern at Ferro Mexicana, SA de CV, Mexico City through AIESEC Puerto Rico May 1979-September 1979. Major Courses include: Industrial Psychology, Human Relations, Analysis of Human Conduct and Organizational Behavior, Personnel Administration, Business Ethics, Labor Management Relations, Collective Bargaining, Wage and Salary Administration, Production-Operations Management.

AFFILIATIONS

- Member Ladies Auxiliary Of Veterans of Foreign Wars Post 6917
- Member AISEC-International Association Of Students in Economics and Business

LANGUAGES

Spanish

English

Native or Bilingual

Full Professional

VOLUNTEER WORK

Former volunteer at Ronald MCDonald House El Paso, Former Chaplain at Ladies Auxiliary of Veterans Of Foreign Wars Post 8782, Former Volunteer at Eastwood Heights Elementary School

- Mentored new volunteers, fostering a supportive and inclusive team environment.
- Supported engaging, fun, and smooth-running events by helping with organization and planning.
- Assisted with special events and programs.
- Used strong interpersonal communication skills to convey information to others.

REFERENCES

[Redacted]

[Redacted]