



Board Appointment Form

City Clerk's Office

REVIEWED

By City Clerk's Office at 3:13 pm, May 28, 2024

Appointing Office	Representative Joe Molinar, District 4
Agenda Placement	Consent
Date of Council Meeting	06/04/24
Name of Board	Sun Metro Citizens Advisory Committee
Agenda Posting Language	
Appointment of Sandy Azcona to the Sun Metro Citizens Advisory Committee by Representative Joe Molinar, District 4.	
Appointment Type	Regular
Member Qualifications	
See Resume.	
Nominee Name	Sandy Azcona
Nominee Email Address	[REDACTED]
Nominee Residential Address	[REDACTED]
Nominee Primary Phone Number	[REDACTED]
Residing District	District 4
City Employed Relatives	N/A
Board Membership	
N/A	
Real estate owned in El Paso County	
[REDACTED]	
Previous Appointee	Rebecca Hernandez
Reason for Vacancy	Removed
Date of Appointment	06/04/24
Term Begins On	01/18/23
Term Expires On	01/17/27
Term	Unexpired Term

Sandy Azcona

- 25 + years of management, project management, sales, and healthcare and welfare benefit industry experience
 - 10 years of experience in residential real estate including 9 years of mortgage and 3 years of building.
 - Offering diverse analytical expertise in product management techniques
 - Motivated, detail-oriented, strong teamwork & interpersonal skills, organized, and dependable professional
 - Ability to build and maintain productive relationships with stakeholders and interact with all levels of management
 - Community Leader
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Education

- Master's in Business Administration in International Management, University of Texas
December 1998
 - Bachelor of Arts in International Political Science, Minor in Management/Marketing
December 1994
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Additional Competencies

- Proficient in all aspects of Microsoft Office, FSP, Calyx, Encompass, Salesforce, Enterprise/Payforce/Health & Welfare Service Engine, Clarify, and Siebel
- Planned and developed training processes and methods
- Experience in coaching, motivating, developing, & supervising technical, non-technical, and virtual teams
- Proficient in developing teams in various product lines, post-sales support, and total account management methods
- Fluent in Spanish and English; written and spoken format from English to Spanish / Spanish to English
- Well-versed in diverse communities and business practices including Mexico.
- Experience in communicating with different management and non-management levels
- Experience with project management, allocation of resources, planning, & organizing workflow in order to meet objectives
- Advanced technical experience in business-to-business sales, marketing, international projects, strategic planning methods, start-up and ramp-down projects
- Resourceful, Team player, ability to make hard decisions
- Skilled in creative promotions, event organizations, technical and non- technical sales presentation
- Exceptional organizational, communication, and written skills.
- Outstanding customer service and interpersonal relationship skills

- In-depth knowledge of process improvement and efficiency development techniques. SAS 70 and SOC Audits
 - Expertise in planning and executing all phases of the sales cycle.
 - Volunteer in the community and hold leadership roles in civic and business organizations
 - Board of Commissioners El Paso County Housing Authority, Chair
 - Board of Director for the El Paso Hispanic Chamber of Commerce, Education Foundation
 - President of Diversity Council ADP
 - Board member for El Paso Scholastic All-Star and the Gary Del Palacio Golf Tournament
 - Member of the Hotel Motel Association, El Paso Builders Association, GEPAR, EPA
 - Member of the Greater El Paso Association of Realtors
 - Member of the National Association of Hispanic Real Estate Professionals.
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Professional Experience:

Raiz Federal Credit Union, Mortgage Production Manager, El Paso TX, April 2022 to present

- Assists the Vice President of Real Estate and Business Lending in developing the Mortgage Department's short- and long-term goals. Provides suggestions and recommendations.
- Oversee and maintain Mortgage Lending regulatory requirements. Conduct periodic reviews of existing policies and procedures and assist with required revisions or modifications to ensure compliance
- Responsible for the effective performance of mortgage lending functions.
- Execute established operational goals and production objectives to ensure an effective, efficient, and growth-oriented lending department.
- Represent the Credit Union in contact with business professionals and borrowers.
- Hire, Train, and Develop Mortgage Loan Team

Nations Lending/ Sun City Home Loans, Senior Mortgage Loan Officer, El Paso TX August 2015 to April 2022

- Review client profile and provide approval for residential mortgages.
- Develop business relationships with affiliates, including real estate agents, brokers, insurance agents, and other business leaders.
- Versed in FHA, VA, Conventional, USDA, and Non-QM products and guidelines.
- Create marketing and sales tools to achieve company goals.

Enercon SIPS, Project Manager Sunland Park NM

February 2014- August 2015

- Project manage residential and commercial construction projects
- Responsible for communicating all changes to upper management and customers.
- Effectively identify client needs, build project plans, and manage completion of construction.
- Coordinate building permits
- Developed processes, identified opportunities for efficiencies, and assist with the documentation of new processes
- Oversee the sub-contractor, government offices, and financial institution relationships.
- Vendor Management

- Responsible for projection and budget allocation.

ADP Inc, Client Service Unit Manager, El Paso, TX**June 2007 – February 2014**

- Manage a team of 15+ technical and non-technical employees, including development, growth, retention, & engagement
- Responsible for client retention, client profitability, and client satisfaction for 28 national corporation
- Responsible for successfully transitioning clients from implementation to service operations
- Effectively establish, maintain, build, and manage client relationships at all levels to ensure business strategies are achieved.
- Project managed several Health and Welfare benefit projects, including benefit annual enrollments, payroll migrations, cross-product enhancements, acquisitions, and resource allocation
- Assist with global projects such as implementation of Web MD, product releases, beneficiary management, and COBRA migrations
- Developed processes, identified opportunities for efficiencies, and assisted with documentation of new processes
- Managed contract negotiations and managed financial goals
- Vendor Management of EDI files
- Managed relationships across ADP national division product lines to ensure client satisfaction and seamless service

**Levcomm International, Sales Manager, El Paso, TX
2007****May 2005 - June**

- Oversaw the development of a new market with the opening of 4 retail stores in Mexico
- Identified contacts and negotiated contracts for new product & business lines.
- Track individual store metrics and profitability to drive business goals.
- Hired, trained, and motivated sales teams to exceed company goals.
- Created the company's bilingual policy procedure manuals and point-of-sale material.
- Coordinated events, including boxing telecasts with Don King Productions, concerts, trade shows, and sporting events.
- Vendor Management- Purchasing and relationship management

**DATAMARK INC., Business Development Manager, El Paso, TX
2005****May 2005 - Nov**

- Business-to-business sales of data processing, remittance, mailroom operations, and other Business Process Outsourcing
- Developed marketing tools for conferences, trade shows, and mass mailers
- Prospect and negotiate with potential BPO clients to include international markets.
- Assisted the project management team with the implementation of projects.
- Collection of client-specific data, interpretation of technical needs, and providing project plan.
- RFI and RFP preparation

**Milestone Financial Services, Regional Director, El Paso, TX
May 2005****March 2003 -**

- Developed retirement plans for small business and non-profit organizations in Texas and New Mexico markets.
- Recruited new agencies to join successful financial services brokerage houses.
- Developed new training programs for recruits and agencies.
- Top sales of a million dollars in the annuity market.
- Developed a new customer service program to identify concerns promptly.
- Group 1 License, Series 6 and 63. Experience with variable annuities, mutual funds

Educators Pension Services, Regional Manager, El Paso, TX
March 2003

Sept 2000 -

- Member of Million Dollar Round Table (Life Annuities), 5-Star Advantage member
- Developed over 2 million dollar market for financial and life sales in 403 (b), 401 (k), IRA, and Life Insurance market
- Conducted benefit enrollments for companies with over 3000 employees.
- Top Sales agent for 2000-2003.
- Networked with public school systems to educate employees on retirement programs.
- Developed new marketing programs for a local non-profit organization
- Oversaw market development and key relationship management
- Supervised 10 sales agents
- Group 1 License, Series 6 and 63. Experience with variable annuities, mutual funds

Northwest Communications, National Sales Manager, El Paso, TX **June 1999 - Sept 2000**

- Oversaw indirect and direct distribution channels for wireless products.
- Key player in identifying and solving inefficiencies within the company.
- Developed New Mexico, Arizona, Utah, and Southwestern Texas Wireless Markets.
- Increased exposure of product lines by developing business/ strategic marketing plans for territory, region, & nation.
- Worked with dealer base to increase sales in storefront.
- Worked closely with wireless carriers to ensure timely response to client issues.
- Conducted and developed training techniques and tools for new dealers and retail outlets.
- Provided direction, motivation, and supervision to territory managers.

References upon request