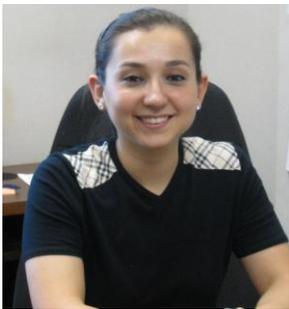


# the VIP Insider

## How I Gained Professional Experience

*by Elsa Garcia, VIP Volunteer*

In August 2009, I signed up for the City of Plano Volunteer program. This program offered many types of events and opportunities for me to gain more professional experience and give back to the community. I was immediately intrigued at the opportunity of working for the city's Engineering Department. The Engineering Department-Facilities Division needed volunteers to assist in scanning and verifying all past documents and manuals into the Laserfische© software program. This would give the public and city employees virtual access to any type of information desired. My other responsibilities included filing contracts, bids, invoices and correspondence of current projects under development.



I have thoroughly enjoyed volunteering at the Engineering Department this past year. I have learned so much about the legal and commercial side of building a beautiful community such as the City of Plano. Both my supervisors, Ms. Linda Sweeney and Ms. Irene Pegues, have been great mentors in assisting me throughout this journey.

In addition to my contribution at the Engineering Department, I volunteered at the City of Plano Municipal Court. There I was able to gain legal experience by assisting and mentoring young teenagers who have committed a Class C Misdemeanor. The Teen Court program offers these teenagers the opportunity to perform community service hours for the offense(s) they have committed. My responsibilities included contacting new organizations and institutions to participate by offering teens to perform service hours at their establishment.

My goals for the future include pursuing a master's degree in Business and Law. Volunteering at the City of Plano has given me more knowledge than I could ever hope for and the opportunity for me to give back to the community.

In speaking to staff, they say, "She always brings a smile and sense of joy when she arrives to volunteer. She is a dedicated professional! It does not matter whether she's doing a basic task or a complicated project, we are always confident that Elsa will do whatever is required to complete the assignment."

Another employee said that "Elsa is totally focused on the task at hand. She comes in, gets her work and doesn't stop until it's done or she has to leave. I explain a project to Elsa once, and she happily completes it with no questions asked. She is an extremely capable young lady and a delight to have in our office."