

MEMORANDUM

TO: Commissioner Toni Carter, Chair  
Commissioner Nicole Frethem  
Commissioner Trista MatasCastillo  
Commissioner Jim McDonough  
Commissioner MaryJo McGuire  
Commissioner Rafael Ortega  
Commissioner Victoria Reinhardt

FROM: Gail J. Blackstone, Director of Human Resources

DATE: September 22, 2020

SUBJECT: Achievement Award Recipient

The Ramsey County Employee Achievement Award Selection Committee has selected the following employee to receive an Achievement Award. This is to advise you that in accordance with County Board Resolutions, **Carissa Heldt**, ERP Senior Business Analyst, Human Resources Department, will receive an Employee Achievement Award. Presentation of the award will be made at the October 6, 2020 meeting of the County Board.

**Nomination Summary**

Carissa Heldt is a senior business analyst with the Human Resources department. She was nominated for a Ramsey County Employee Achievement Award by her supervisor, Tammy LaForte.

The reasons Carissa was nominated include:

- Her dedication to process improvement and automation.
- Her superior problem-solving skills.
- Her superb reputation as a team player and go-to resource for her colleagues both internally and externally.

After joining the county in 2015 as a business analyst, Carissa quickly became a senior business analyst in 2017.

In her time with the county, she has worked tirelessly to make process improvements and promote automation. Carissa's efforts have helped create cost savings through increased efficiency by eliminating the need for manual data entry.

121 7th Place East, Suite 2100  
Saint Paul, MN 55101  
Phone: (651) 266-2700  
Fax: (651) 266-2727  
TDD: Dial 711  
[www.co.ramsey.mn.us](http://www.co.ramsey.mn.us)

As Ramsey County focuses on sustainability, Carissa has worked with vendors on electronic file transfers to eliminate paper invoices.

Carissa has been described as an “employee whisperer” by her colleagues thanks to her ability to listen, make others feel heard and address their issues.

She is known to share her knowledge of programs and software with her co-workers and is viewed as a thought leader by her colleagues in the industry. Carissa will go out of her way to consult with subject matters experts and find the correct answer to a question.

Carissa does all of this and more with a smile and a positive attitude.

### **Committee Recommendation**

In summary, the Achievement Award Selection Committee recommends that Carissa Heldt be awarded a Ramsey County Employee Achievement Award in the categories of “Excellent Job Performance” and “Performance Beyond the Call of Duty.”

GJB/mh

CC: Ryan O'Connor