



OFFICE OF HUMAN RESOURCES

April 30, 2024

To The Louisiana Tech University Senate Awards Committee,

As a dedicated Benefits Manager at Louisiana Tech University, I am honored and humbled to have been nominated for the Outstanding Service Award. In my role, I have the privilege of directly assisting our employees with their benefits and resolving any issues they may encounter.

My primary responsibility as a Benefits Manager is to ensure that our employees have access to comprehensive and valuable benefits packages. This involves managing benefits enrollment and staying up-to-date on changes in regulations and policies. Additionally, I serve as a point of contact for employees who have questions or concerns about their benefits, providing guidance and support to help them make informed decisions.

I am deeply committed to providing exceptional service to our University community. I approach my work with enthusiasm and a genuine desire to help others. Whether it's assisting an employee with navigating their benefits options or stepping in to support a coworker in need, I strive to make a positive impact in every interaction. I particularly look forward to the yearly open enrollment sessions, as they provide me with the opportunity to connect on a personal level with new employees whom I may not have previously met.

I believe that my dedication to serving our University community aligns closely with the criteria for the Outstanding Service Award. One of the significant initiatives I spearheaded was the establishment of an annual Benefits Fair. This event serves as a platform for employees to gain comprehensive information about the benefits available to them. By organizing this fair, we aimed to enhance employee engagement and empower them to make informed decisions regarding their benefits packages. Furthermore, I focused on enhancing employee engagement during our yearly open enrollment sessions. By employing various communication channels and conducting informative sessions, we ensured that employees were well-informed about their options and could make choices that best suited their needs. This proactive approach resulted in increased participation and a smoother enrollment process. Additionally, I played a key role in the integration of our new supplemental life benefits enrollment platform. This initiative aimed to streamline the enrollment process, making it more efficient and user-friendly for employees. Through training sessions and ongoing support, we ensured a seamless transition to the new platform, ultimately improving the overall experience for both employees and administrators. My commitment to excellence, coupled with my passion for helping others, has resulted in tangible improvements for our employees.

My efforts are focused on improving the well-being and satisfaction of our employees. By offering personalized assistance and timely resolutions to their benefit-related inquiries, I aim to alleviate stress and streamline the process of accessing essential resources. Through my contributions, I hope to foster a supportive and collaborative environment where everyone feels valued and empowered.

In conclusion, I am truly grateful for the recognition of my efforts through this nomination. I am committed to continuing to serve our University community with the same level of dedication and enthusiasm. Thank you for considering me for the Outstanding Service Award, and I look forward to the opportunity to further contribute to our shared success.

Sincerely,


Cazandra Hollidy
Human Resources Benefits Manager

E: chollidy@latech.edu P: 318-257-2235

A MEMBER OF THE UNIVERSITY OF LOUISIANA SYSTEM

P.O. BOX 3173 • RUSTON, LA 71272 • TEL: (318) 257-2235 • FAX: (318) 257-2482

AN EQUAL OPPORTUNITY UNIVERSITY



DIVISION OF FINANCE

May 1, 2024

University Senate Awards Committee

Re: Cazandra Hollidy
Outstanding Service Award Nominee

Dear Committee Members:

I am pleased to provide a letter of recommendation for Cazandra Hollidy for the Outstanding Service Award for Unclassified Employees. Cazandra joined Louisiana Tech in 2022 and possesses over 20 years of experience in human resources and benefits management. During the last two years, I have had the opportunity to work closely with Cazandra in her role as Benefits Manager in the Office of Human Resources. Her knowledge of the human resource field, leadership, and management skills have enhanced the operations of Human Resources and the high level of service they provide to our faculty and staff.

As Benefits Manager, Cazandra is one of the first individuals that new employees meet as they onboard with the University. She assists both new and continuing employees with their retirement plan options, as well as the many benefit programs offered by the University. She coordinates annual open enrollment for the University and assists employees with benefit questions and changes throughout the year. Behind the scenes, she works with the retirement systems, the Office of Group Benefits, and Office of Risk Management, to ensure the University's compliance with regulations and reporting requirements and the accuracy of payroll deductions and benefit remissions.

Cazandra communicates effectively, both verbally and in-writing, with our faculty and staff, as well as the other Human Resource staff members, the Comptroller's Office, and many outside entities. She conducts herself in a professional manner, and always welcomes visitors with a smile and kind words. She goes above and beyond to assist our employees, retirees, and their families when they are experiencing life-changing events and strives to ensure that they receive outstanding service during these difficult times.

Cazandra is an excellent representative of both the Office of Human Resources and Louisiana Tech University and is strongly committed to not only meeting the needs of our faculty and staff, but also improving their work experience. I recommend her without reservation for the Outstanding Service Award.

Please do not hesitate to contact me if you need additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lisa L. Cole", with a stylized flourish at the end.

Lisa L. Cole
Vice President for Finance

LOUISIANA TECH UNIVERSITY®

May 3, 2024

To Whom it May Concern,


This letter is written in strong support of Ms. Cazandra Hollidy for the Outstanding Service Award through the Faculty and Staff Senate. Ms. Hollidy serves as Benefits Manager for Louisiana Tech University in the Department of Human Resources.

I am thankful for all that Cazandra has done for me as a colleague when supporting my team and as a personal guide when planning benefits for myself and my family. The tasks are not easy ones, but she professionally handles each step of related processes and positively interacts with all in which she comes in contact. Cazandra answers key questions and provides clarification that allows staff and faculty to navigate the challenging and sometimes confusing offerings related to supplemental benefits.

In addition to coordinating programs ranging from health savings to vision, she also serves as the liaison for the important LASERS and TRSL systems that are in place for classified and unclassified staff. She assists with onboarding as well as on policies and procedures related to leave and worker's compensation.

Of all of the faculty and staff on this campus, Cazandra remains one of my favorites. It is not just her skill at navigating difficult situations, but it is also her enthusiasm and kindness that she extends in each encounter with individuals from a wide array of fields and divisions. The grace, respect, and patience that she has afforded me alone is enough to earn her a medal. I am certain that others would share the same sentiment. Thank you for considering her for this prestigious award and recognition. It is deserved, and she would be a very worthy recipient. She has earned it! If you have further questions or concerns, please feel free to contact me.

Sincerely,



Lindsey Keith-Vincent
Associate Dean for Research, Outreach, and Innovation
College of Education and Human Sciences
3182572866
lbkv@latech.edu



OFFICE OF HUMAN RESOURCES

05/01/2024

Dear Committee,

I am writing to wholeheartedly endorse Cazandra Hollidy for the Outstanding Service Award. Having worked alongside Cazandra for two years, I have had the pleasure of observing her exceptional work ethic, leadership skills, and commitment to excellence.

Cazandra is an outstanding employee who consistently goes above and beyond the call of duty. She is always willing to take on additional responsibilities, and her positive attitude and dedication inspire her colleagues to strive for excellence. I have seen Cazandra successfully solve several complex problems, always with a focus on delivering outstanding results while maintaining a high level of collaboration and teamwork.

Cazandra consistently demonstrates exceptional customer service skills, going out of her way to ensure that all employees feel valued and heard. She is truly passionate about her work, and her enthusiasm for her job is compelling. Her dedication to her work is reflected in the high level of customer satisfaction and positive feedback she receives from employees and retirees.

In short, Cazandra is an outstanding employee who truly deserves recognition for her exceptional work. I wholeheartedly endorse her for the Outstanding Service Award, and I am confident that she will continue to excel in her role and contribute to the success of Louisiana Tech University. Thank you for your consideration.

Ever Loyal Be,

Ashley Jackson
Assistant Director of Human Resources-Unclassified Personnel and Benefits