Perez receives Vice Chancellor’s Award in Excellence

Annually, the Vice Chancellor’s Award in Excellence program recognizes outstanding achievements by personnel of Texas A&M AgriLife, which includes the Texas A&M Veterinary Medical Diagnostic Laboratory (TVMDL). This year, Anna Perez was honored with the award in the Business and Operational Staff category for her outstanding work at TVMDL. Perez is the senior administrative coordinator at the agency headquarters in College Station.

For more than two decades, TVMDL clients have looked to Perez for assistance locating test information and shipping samples to the agency’s headquarters. She started at the lab in 1994, moving to diagnostics from her previous work as a legal assistant and paralegal. Today, she oversees administrative functions and tasks for one of the nation’s busiest diagnostic laboratories, resolving sensitive and confidential administrative matters, maintaining the office reference and resource materials and communicating with clients regularly, among other duties.

Perez’s long tenure with the laboratory now allows her to recognize clients and anticipate their needs. Many of them ask by name for her assistance with locating information.

“For 21 years, TVMDL callers has been met with: ‘Diagnostic lab, this is Anna.’ Clients know her voice and know they have reached someone who can answer their question,” said Bruce L. Akey, DVM, TVMDL director. “Anna knows her interactions with clients, both on the phone or in person, can make as big of an impact as the quality of the test result we offer. Anna cares deeply about the work she performs, and that caring nature makes all the difference to our clients.”

In addition to overseeing routine diagnostic administrative duties, Perez took on the import/export coordinator position in 2015. She is fluent in Spanish, and can assist clients located both in and out of the country. In May of 2015, she coordinated 762 tests performed on cattle bound for Ecuador. This was a historic event, for it was the first live cattle import from the U.S. to Ecuador since 2003, when the borders closed to U.S. animals following an outbreak of bovine spongiform encephalopathy (BSE). Anna’s attention to detail and thorough understanding of diagnostic procedures enabled her to provide excellent service to the multiple veterinarians from two states handling the cattle.

It is that attention to detail that endears Perez to TVMDL clients.
“Anna has been a tremendous asset to our business,” said Cliff Honnas, DVM, owner of Texas Equine Hospital in Bryan, Texas. “We are a high volume, fast paced equine practice that sends a significant volume of samples to TVMDL for testing. Anna helps us in all facets of sample submission, tracking, reporting and every step in between.”

Perez’s experience working under four laboratory directors is vital to the agency. She serves as a training resource for new staff and a consistent “face” of the laboratory. It is with pleasure that TVMDL congratulates Anna Perez on receiving the 2015 Vice Chancellor’s Award in Excellence for the Business and Operational Staff category.

TVMDL employs more than 150 professionals that work diligently to uphold the agency’s mission to protect animal and human health through diagnostics. For more information on the Texas A&M Veterinary Medical Diagnostic Laboratory, visit tvmdl.tamu.edu.

Contact:
Kate Bradley
Communications Coordinator
kbradley@tvmdl.tamu.edu