

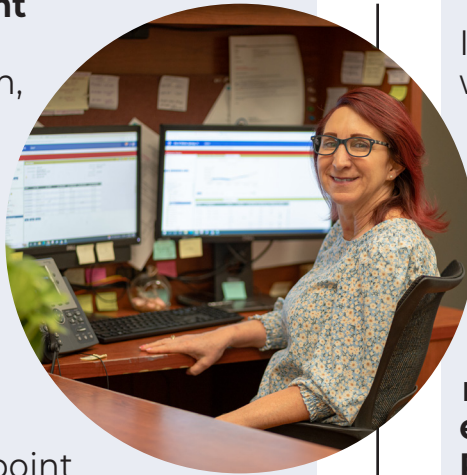


# EMPLOYEE SPOTLIGHT

## #EmployeeSpotlight

Meet Melissa Huston, Customer Service Representative. Melissa has been employed with the city for one and a half years. Our Customer Service Representatives (CSRs) are the first point of contact for visitors and residents at City Hall. Melissa and her team care for all inquiries regarding utility billing, garbage, recycling, road closures, and any general questions you may have. Melissa is a friendly voice when residents have an issue or concern. When asked what she enjoys most about her job, she replied, **“I like that I get to talk to different people every day. I also enjoy working with my team.”**

The city is thankful to have Melissa on our incredible CSR team! Melissa was a big help during the Hurricane Ian and Nicole season. She tended to hundreds of calls and created work orders to meet residents' needs. Post-storm, Melissa and her team provided important updates to residents who experienced issues with their internet. **“Many residents really appreciated the information we were able to share in such a hectic situation,”** she said.



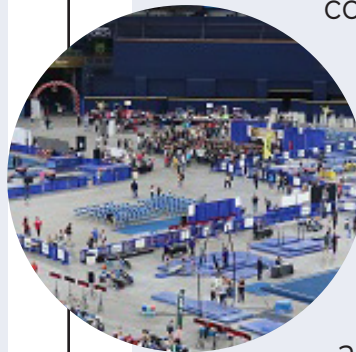
In her free time, Melissa enjoys being with her husband of 39 years, two daughters, and three grandchildren. She also loves to travel and go to the beach.

**“I have seen most of the United States and am now hoping to expand my travels and explore Greece, Italy, Portugal & Spain.”**



**During Covid, I traveled around the Eastern United States to several cities cleaning masks for essential workers.”**

A fun fact about Melissa is that she was a gymnastics coach and facility director for 39 years. She has coached many children in our local community and throughout greater Orlando. Although she has retired from coaching, Melissa remains involved in the sport through judging. She travels around Florida and the nation to judge gymnastic competitions. Such as the Gasparilla Classis held in Tampa.



**Thanks, Melissa, for being on the Winter Springs Team!**