Learning & Performance Administrators

For TMS or Performance support, contact the administrator listed for your department. Where CPLL provides direct support, submit a ServiceNow request to connect with the CPLL Learning & Performance Management Team. This intake process ensures your request is appropriately triaged, assigned, and addressed.

Service Catalog - Enterprise Service Portal

Department	**Administration & Regulatory Affairs | Dept ID – ARA |Dept # - 6500**		
	Name	Phone	Email
Learning Administrator(s)	Bernice Cendejas	(832)393-8508	Bernice.cendejas@houstontx.gov
Performance Administrator(s)			
	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
Department	**City Council | Dept ID – CNL | Dept # - 5500**		
	Name	Phone	Email
Learning Administrator(s)	Karina Velázquez	(832)393-9704	Karina.velazquez@houstontx.gov
Performance Administrator(s)	Karina Velázquez	(832)393-9704	Karina.velazquez@houstontx.gov
Department	**City Secretary's Office | Dept ID – CSC | Dept # - 7500**		
	Name	Phone	Email
Learning Administrator(s)	Monique Adams-Jones	(832) 393-1106	Monique.Adams-Jones@houstontx.gov
Performance Administrator(s)	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
Department	**Controller's Office | Dept ID – CTR | Dept # - 6000**		
	Name	Phone	Email
Learning Administrator(s)	Aubrey Hooper	(832)393-3530	aubrey.hooper@houstontx.gov
Performance Administrator(s)	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
Department	**Department of Neighborhoods | Dept ID – DON | Dept # - 1100**		
	Name	Phone	Email
Learning Administrator(s)	Patricia A. Carter	(832)393-1038	Patricia.carter@houstontx.gov
Performance Administrator(s)			
	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	Service Now Link

Department	Finance | Dept ID – FIN |Dept # - 6400		
	Name	Phone	Email
Learning Administrator(s)	Sheila Murphy	(832)393-4092	sheila.murphy@houstontx.gov
	Thomas Combs	(832)393-9033	thomas.combs@houstontx.gov
Performance Administrator(s)	Sheila Murphy	(832)393-4092	sheila.murphy@houstontx.gov
	Thomas Combs	(832)393-9033	thomas.combs@houstontx.gov
Department	**Fleet Management| Dept ID – FMD | Dept # - 6700**		
	Name	Phone	Email
Learning Administrator(s)	Sharon Gonzales	(832)393-6902	Sharon.gonzales@houstontx.gov
Performance Administrator(s)	Sharon Gonzales	(832) 393-6902	Sharon.Gonzales@houstontx.gov
Department	General Services Department| Dept ID – GSD | Dept # - 2500		
	Name	Phone	Email
Learning Administrator(s)	LaVanda Donahue	(832)393-8133	lavanda.donahue@houstontx.gov
Performance Administrator(s)	Maurice Harding	(832) 393-8062	Maurice.Harding@houstontx.gov
	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
	Larry Clark	(832)395-3229	Larry.Clark2@houstontx.gov
Department	**Houston Airport System | Dept ID – HAS | Dept # - 2800**		
	Name	Phone	Email
Learning Administrator(s)	Don Kostecki	(281)233-1955	don.kostecki@houstontx.gov
	Angela Sims	(281)233-1508	Angela.sims@houstontx.gov
Performance Administrator(s)	Samantha Barnes	(281)233-1882	employeeengagement@houstontx.gov
	Fernando Reis	(281)233-1890	employeeengagement@houstontx.gov
Department	**Housing & Community Development | Dept ID – HCD | Dept # - 3200**		
	Name	Phone	Email
Learning Administrator(s)	Kristin Robinson	(832)394-5209	kristin.robinson@houstontx.gov
Performance Administrator(s)	Nicole Brooks	(832)394-6161	nicole.brooks@houstontx.gov
Department	**Houston Emergency Center | Dept ID – HEC| Dept # - 1500**		
	Name	Phone	Email
Learning Administrator(s)	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link

Performance Administrator(s)	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
Department	**Houston Fire Department | Dept ID – HFD | Dept # - 1200**		
	Name	Phone	Email
Learning Administrator(s)	Fredricka Horn	(832)394-6719	Fredricka.Horn@houstontx.gov
Performance Administrator(s)	Fredricka Horn	(832)394-6719	Fredricka.Horn@houstontx.gov
Department	**Houston Health Department| Dept ID – HHD| Dept # - 3800**		
	Name	Phone	Email
Learning Administrator(s)	Christine Barron	(281)455-9867	christine.barron@houstontx.gov
	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	Submit a ServiceNow Ticket
Performance Administrator(s)	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
Department	**Houston Information Technology Services | Dept ID -HITS | Dept # - 6800**		
	Name	Phone	Email
Learning Administrator(s)	Karin Anderson	(832)393-0312	Karin.anderson@houstontx.gov
	Jessica Miles	(832)393-8917	jessica.miles@houstontx.gov
Performance Administrator(s)	Shannon Hodge	(832)393-0262	shannon.hodge@houstontx.gov
	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
Department	**Houston Police Department | Dept ID – HPD | Dept # - 1000**		
	Name	Phone	Email
Learning Administrator(s)	Kathryn Batiste	(832)394-2399	kathryn.batiste@houstonpolice.org
Performance Administrator(s)	Darren Bias	(713)308-1295	Darren.bias@houstontx.gov
	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	Submit a ServiceNow Ticket
Department	**Houston Public Library | Dept ID – HPL | Dept # - 3400**		
	Name	Phone	Email

Learning Administrator(s)	Nguyen Nguyen	(832)393-1675	Nguyen.nguyen@houstontx.gov
	Leslie Varela	(832) 393-1569	Leslie.varela@houstontx.gov
Performance Administrator(s)	Submit a ServiceNow Ticket	Submit a ServiceNow Request	ServiceNow Support Link
Department	**Houston Public Works | Dept ID – HPW |Dept # - 2000**		
Learning Administrator(s)	Name	Phone	Email
	Anthony Davis	(832) 395-6726	anthony.davis2@houstontx.gov
	Mina Kennison	(832) 395-2749	Mina.kennison@houstontx.gov
Performance Administrator(s)	Anthony Davis	(832) 395-6726	anthony.davis2@houstontx.gov
	Mina Kennison	(832) 395-2749	Mina.kennison@houstontx.gov
	Rajonda Seals (SDW)	(832)393-0490	Rajonda Seals
Department	**Human Resources Department | Dept ID – HRD | Dept # - 8000**		
	Name	Phone	Email
Learning Administrator(s)	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
Performance Administrator(s)	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
Department	**Legal Department| Dept ID – LGL | Dept # - 9000**		
	Name	Phone	Email
Learning Administrator(s)	Abraham Izaguirre	(832)393-6263	abraham.izaguirre@houstontx.gov
	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
Performance Administrator(s)	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
Department	**Municipal Courts Department| Dept ID – MCD | Dept # - 1600**		
	Name	Phone	Email
Learning Administrator(s)	Service Now Link	Submit a ServiceNow Request	ServiceNow Support Link
Performance Administrator(s)	Myriam Varela	(713)247-5680	Myriam.varela@houstontx.gov

Department	Mayor's Office | Dept ID – MYR | Dept # - 5000		
	Name	Phone	Email
Learning Administrator(s)	CPLL Learning & Performance Management Team	Submit a ServiceNow Request	ServiceNow Support Link
Performance Administrator(s)	Submit a ServiceNow	Submit a ServiceNow Request	ServiceNow Support Link
Information Liaison			
Department	**Office of Business Opportunity | Dept ID – OBO | Dept # - 5100**		
	Name	Phone	Email
Learning Administrator(s)	Norma Meadows	(832)-393-0161	Norma.Meadows@houstontx.gov
Performance Administrator(s)			
	Norma Meadows	(832)-393-0161	Norma.Meadows@houstontx.gov
Department	**Planning & Development | Dept ID – PD/PLD |Dept # - 7000**		
	Name	Phone	Email
Learning Administrator(s)	Alicia Mendoza	(832)393-6559	alicia.mendoza@houstontx.gov
Performance Administrator(s)	Alicia Mendoza	(832)393-6559	alicia.mendoza@houstontx.gov
Department	**Parks & Recreation Department | Dept ID – PRD | Dept # - 3600**		
	Name	Phone	Email
Learning Administrator(s)	Rubi Longoria	(832)395-7040	rubi.longoria@houstontx.gov
	Aisha Hall	(832)395-7064	Aisha.hall@houstontx.gov
	Ronshawdra Gary	(832)395-7034	Ronshawdra.haynes-gary@houstontx.gov
Performance Administrator(s)			
	Aisha Hall	(832)395-7064	Aisha.hall@houstontx.gov

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