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Private Funeral Service for Retired Customer Service Agent Vivian Williams

(Nov. 29, 2005) Private funeral services are planned for retired Customer Service Agent Vivian Williams, who died Nov. 26 following a bout with cancer.

Williams, 50, retired Oct. 15 with 24 years' service. She began her employment with Metro in 1981 as a telephone information agent, although the majority of her career was spent working as a customer service agent in Lost and Found and the Reduced Fare unit.

"Losing her is like losing a sister," said Jim Regalado, Wilshire senior customer service agent and close friend.

"She was our family and she will dearly be missed," said Maria Esparza, Maria Diaz and Gloria Serrano Reduced Fare customer service agents.

"We worked with her for 24 years and would have loved to work with her at least another 24," said customer service agent Ana Dufrense.

The suddenness of William's illness and death caught her friends and co-workers by surprise.

"Vivian was a sweet spirit and one of the nicest people you could ever have the fortune of meeting," said Vanessa Smith, communications manager and her direct supervisor.

"Vivian was a valued member of our team, and she touched so many of our lives," said April McKay, director of Customer Programs and Services.

Williams is survived by three sisters, Lydia, Joan and Gwen, her mother and a host of nieces and nephews.

In lieu of flowers, friends may contribute to the Cancer Society in Williams' name. Cards and gifts will be forwarded to the family by Jim Regalado at the Wilshire Customer Service Center, Interoffice Mail Location 106.



Vivian Williams