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PEOPLE AWARD WINNERS

EXCELLENCE

PEOPLE are the driving force behind the success of our dynamic Industry.

Each year we recognize the outstanding contributions of the Representatives, Leaders, Teams and Supports make to their organizations and the people they serve.

2023 Categories

Representative of the Year

This award recognizes an employee who has demonstrated a positive contribution to customer service, their workplace environment, performance management, and the community.

Leader of the Year Award

This award recognizes a management team member who has demonstrated leadership by having a positive effect on the workplace and/or community which has impacted company performance.

2023 Categories

Support Award

This award recognizes a support group or individual (non front-line representatives) who has made a substantial contribution to your business and/or your employees.

Team Award

This award recognizes individual teams that are truly exceptional and have demonstrated a positive contribution to customer service.

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Daryl Freeman

Representative of the Year - Team Player

Throughout 2023, Daryl Freeman has stepped up to not only be the face of Petline's WFM team, but to lead the charge owning and delivering numerous ambitious projects that have worked to elevate the quality of our service and support our dominance as a leader within the industry.

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Larry Palmquist

Representative of the Year - Customer Experience

Larry shows that he will go above and beyond to service our clients and support colleagues. He has redefined what it means to inspire customer confidence. He has taken on responsibilities and though humble he deserves the highest praise. He is diligent as reflected in his exceptional quality.

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Kim Brown

Representative of the Year - Customer Experience

Kim is a phenomenal Insurance Advisor. She routinely goes above and beyond for clients and coworkers. She brings a positive attitude to work every day, and is the first to volunteer for new projects.

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Avneet Mahal

Representative of the Year - Team Player

Avneet stood out for top-notch performance, dedication, and teamwork. She excels in metrics, takes on challenges willingly, and fosters collaboration – a key player in our team.





Nathan Kramer **Leader of the Year - Innovation**

Nathan comes up with solutions when finding problems and proactively points out issues. Their eager approach significantly boosts team success, making them a well-deserved recipient of this recognition.





Matthew Tomasz

Representative of the Year - Team Player

Matthew has been an outstanding team player amongst his employees. He goes above and beyond in helping others with questions on their calls, resolving technical issues, and overall just supporting his peers while holding his own performance above expectations as a customer service representative, earning himself the highest Quality score for the month of November in our Center.





Mykaela Champagne

Leader of the Year - Team Player

Mykaela is our newest leader in the Center however, has quickly gained the trust and respect from all employees as a very strong leader. She is always willing to assist everyone and anyone, even those not in her direct reports. She has gone above and beyond for the organization, and often works weekends, or additional hours outside of her normal schedule to support the needs of the business and her team.



Building an INSPIRED Workforce

“Satisfaction is a rating. Loyalty is a brand.” – Shep Hyken

“Do what you do so well that they will want to see it again and bring their friends.” – Walt Disney

“Quality in a service or product is not what you put into it. It is what the customer gets out of it.” – Peter Drucker

“Make a customer, not a sale.” – Katherine Barchetti

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Duncan Menzie

Representative of the Year - Customer Experience

Duncan is a hard worker, diligent, dedicated and committed. He is also motivated, disciplined, and persistent in his efforts to achieve his goals and fulfill his responsibilities. He is adaptable always willing to learn something new even if it is outside his comfort zone.





Rose Gregorio

Leader of the Year - Customer Experience

Rose maintains excellent relationships with staff at all levels, and everyone is comfortable seeking her out for extra help, coaching, and mentoring due to her excellent leadership skills. She is self-directed and is always looking at what processes can be improved and streamlined. She takes initiative to implement ideas discussed in meetings and makes sure it is communicated to the staff. Rose brings such positive energy to her role.





Katie Carter

Representative of the Year - Customer Experience

Katie demonstrates excellent customer service skills and consistently goes above and beyond in her role. She is patient, kind, knowledgeable, reliable and a true team player. She is always willing to help our newer team members and provide encouragement.





Chelsea Baker

Leader of the Year - Mentorship

Chelsea goes above and beyond for our members by making sure all their needs are met. She also goes above and beyond for the members of our team. She is approachable, helpful and always available to provide guidance.





Rio Pagdato

Leader of the Year - Team Player

Our company values are bold, authentic and united. Rio is the definition of united! He comes to work everyday ready to tackle his long list of tasks while also offering a helping hand to everybody else. He is always available for questions and I'm very proud to have him as part of my team.

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Adhara Nayar

Leader of the Year - Team Player

Adhara is new to the leadership role as of 2023 but has jumped in with both feet. Being one of the only French leaders on the team, this meant that almost all of the French responsibilities fell into her lap. She's taken every part of this in stride and deserves the recognition and appreciation we have for all her efforts this year.

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May Fraser

Representative of the Year - Customer Experience

May is an exceptional team member, praised for her friendly and helpful demeanor. A top performer in the Loyalty team, she excels in handling escalations, navigating complex situations, and impressively balances responsibilities between loyalty and customer service, making her a valuable to the Ecom Team.





Salina Chheang **Leader of the Year - Mentorship**

Salina consistently guides and supports her team, fostering collaboration and learning. Recognized for her unique one-on-one approach and interactive team meetings, she leads with empathy, diligence, and dedication, making her a mentor and an invaluable asset to the team.





Collette St-Amant

Representative of the Year - Team Player

Collette is being recognized as receiving the Representative of the Year award. Her work is always thorough and consistent due to her conscientious nature. She has become a vital member of the peer coaching team and has acted as a chargehand for many years. Collette truly is a trusted advisor to our customers. Her call quality is always excellent and even the most difficult customers are treated with respect and professionalism.





Jil Pearson

Leader of the Year - Team Player

Jil's contributions have been nothing short of remarkable, showcasing her dedication and versatility.

Beyond her primary responsibilities in call-taking, Jil has consistently gone above and beyond, willingly taking on additional roles with a level of flexibility and reliability that significantly enhances the overall efficiency of the CEC.



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“There is place in the world for any business that takes care of its customers – after the sale.” – Harvey MacKay

“You’ll never have a product or price advantage again. They can be too easily duplicated. But a strong customer service culture cannot be copied.” – Jerry Fritz

**“Our attitude towards others determines their attitude towards us.”
– Earl Nightingale**

“How you think about your customer influences how you respond to them.” – Marilyn Suttle

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Bela Topcic

Representative of the Year - Customer Experience

Bela provides excellent customer service at all times. She is exceptionally dedicated, knowledgeable, proficient and demonstrates a willingness to develop new skills. She is resourceful and always keen to support her peers who look up to her as a mentor.



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Sandy Popiel

Representative of the Year - Customer Experience

Sandy is a very kind, encouraging and caring individual who excels in supporting our brokers and her peers. She is devoted to providing the best service possible, truly a team player and a positive member of the community and workplace.



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Ron Beaulieu

Leader of the Year - Mentorship

Ron is a dedicated, patient and kind leader who has used his skills and knowledge to support our team and to provide exceptional customer service. He is recognized and celebrated for his ability to inspire and encourage others to grow.



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Peter Teichroeb

Representative of the Year - Team Player

Peter consistently goes above and beyond in all areas of his job mandate. He supports his team every day by acting as a peer mentor by challenging and encouraging his peers to deliver an exceptional client experience.





Lorena dela Cruz

Representative of the Year - Team Player

Leadership comes naturally for this Credit Advisor. Lorena is someone who readily shares her knowledge and is often referred to as Momma Bear for her caring and sharing of knowledge best practices, leading team meetings and Skillbuilds.





Jayme Schafer

Representative of the Year - Team Player

Jayme stands as a beacon of leadership among her colleagues, not only recognized for her expertise but also revered as a mentor to many. Having Jayme on our team is truly a blessing, as she epitomizes the qualities that foster a thriving and collaborative work environment.





Abby Quijano

Representative of the Year - Customer Service

Abby is a role model who demonstrates a high level of care and connection with her clients and her colleagues. She is a "Go To" on the team when her colleagues need advice on building a business case for a complex deal, understanding a policy or how to position advice to a client.





Tricia Lundgren **Leader of the Year - Giving Back**

Tricia is a passionate leader who inspires others to give back to their community. Tricia is co-chair of the Advice Center Charities Committee. She has been instrumental in the team achieving over 1000 hours of volunteer time in the last year.





Alyssa Saunders **Leader of the Year - Innovation**

Alyssa is our manager of creativity and leaders of logistics. Alyssa is the driving force for our 700 person year end Gala and our quarterly awards events. She is the glue that holds it all together and our director of fun. Great work Alyssa!





Shaunda Nickart
Leader of the Year - Mentorship

Shaunda is a leader who cares deeply for her team. She has given so much every day to help solve problems, drive performance, and help others feel valued and appreciated. Congratulation Shaunda!





Betty Kong
Leader of the Year - Mentorship

Congratulations Betty! This year you were a key leader in so many coaching and national initiatives. You are a trusted and skilled leader and most deserving of this award!





Jocelyn Best-Franklin **Leader of the Year - Team Player**

Jocelyn truly demonstrates the RBC Values and Leadership Model in everyday and everything she does. She is a strong collaborator within her Coaching and with the business she supports. Jocelyn consistently receives accolades for all her help to build enablement and drive business results. Congratulations Jocelyn!





Jay Moore

Leader of the Year - Mentorship

Jay is the true definition of an authentic leader. He cares for each of his employees success, career path and mental health. He also is willing to step up and lean into innovating the business. Congratulations Jay!



Building an **INSPIRED** Workforce

**“People don’t care how much you know until they know how much you care.” –
Theodore Roosevelt**

**“It is not the employer who pays the wages. Employers only handle the
money. It is the customer who pays the wages.” – Henry Ford**

**“A brand is no longer what we tell the customer it is – it is what customers tell
each other it is.” – Scott Cook**

**“Customers will never love a company until the employees love it first.” –
Simon Sinek**

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Besal Qasim

Representative of the Year

Besal unwavering dedication, outstanding performance, and commitment to embodying the values of Motivation, Excellence, Customer Centricity, Collaboration, and Adaptability have set them apart as a true leader within our team.

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Besal consistently goes above and beyond, inspiring their colleagues and contributing significantly to our shared success.

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Radha Yagnik

Representative of the Year

Radha has demonstrated a team player attitude fitting of a Representative of the Year award as she is adaptable, has a great positive attitude, takes on new challenges, and is a team quality champion who aids in the development of current peers and in on-boarding new hires.

 **ROGERS**



Jesse Nabess

Representative of the Year

Jesse strives to grow his knowledge and skill set. He has successfully completed helping to realign tasks within our department and showed great agility and thoughtfulness in helping the other teams adjust to new task. He participated and displayed excellence in a project squad while maintaining his current role. He has been an agile champion for the business this year.

 **ROGERS**

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Jeff Hildebrand **Representative of the Year**

Jeff has demonstrated a collaborative attitude fitting of a Representative of the Year award and is extremely helpful specifically when communicating any new process or launches in the organization. His organizational skills are impeccable, he is always available to give a hand when needed.

 **ROGERS**



Jordan Thompson **Representative of the Year**

Jordan has demonstrated a high achieving attitude fitting of a Representative of the Year award and is extremely helpful specifically when being part of different launches of new products. During this year, he developed his skill set to progress into a Tier II role and is an asset to our team.

 **ROGERS**



 **ROGERS**

Mayank Kashyap **Representative of the Year**

Mayank has stepped up in a big way this year and is truly deserving of the Representative of the Year award! He has leaned into his role of Team Quality Champion, conducting group and 1-on-1 information sessions to help his teammates provide amazing customer service through quality interactions. Mayank has also been regularly recognized by our facilitation team for his efforts mentoring our new hire trainees, providing them with best practices to set them up for success.

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Lea Skorletas

Representative of the Year

Lea possesses exceptional customer service skills, marked by her unwavering honesty and sense of accountability in customer interactions. In addition, she dedicates time to collaborate with peers, imparting her knowledge, and motivating the entire team to strive for continuous improvement. Lea exemplifies the qualities of an outstanding team player.

 **ROGERS**



 **ROGERS**

Awais Ali

Representative of the Year

Awais has consistently demonstrated a passion for the customer experience, in which he has been recognized for his direct and engaging approach to calls. Awais has developed the ability to balance business needs with customer engagement. He leverages our products in a seamless way and holds himself accountable to ensure our customers feel great about their call with him. He is friendly, understanding, and efficient.

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Ria Amoranto **Leader of the Year**

Ria is an amazing choice for Leader of the Year, always ready and available to jump in and assist her team and colleagues. Ria has helped shape our Consumer Activation and Technical Specialist team, driving initiatives focused on Agent engagement and performance. Her efforts have contributed to a team that provides customers with an outstanding experience every time they need support from one of our Specialists.

 **ROGERS**

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Toyeeen Bukky-Sonubi **Leader of the Year**

Toyeeen is well-deserving of the leader of the year award. She is an excellent teammate to her peers and within our national team, is quick-to-lean in and support whenever needed. Toyeeen will seek any opportunity to improve as a leader, as she understands the correlation to providing a best-in-class experience to her frontline team and her personal development.

 **ROGERS**

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Tiffany Wallace **Leader of the Year**

Tiffany has consistently shown that she is a strong leader. Her ability to organize, plan, and execute to help her people and our department grow is second-to-none. She is known to her team and her peers as someone that is fair, collaborative, dependable, and high achieving. She is an irreplaceable member of our team and so deserving of this recognition!

 **ROGERS**



 **ROGERS**

Jamie Normand **Leader of the Year**

Jamie is an outstanding leader who constantly drives for excellence and innovation in every aspect of the business that she supports. She's a driving force for personal development on her team, and consistently makes those she supports better through her leadership. Jamie's accountabilities have dramatically expanded in the past year as she is now responsible for coast-to-coast Workforce planning for Rogers Customer Care & Credit Operations.

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Brittany Kelly **Leader of the Year**

Brittney has demonstrated an above and beyond attitude through a challenging and ever changing environment through 2023. She leads with a smile through everything and exemplifies values such as integrity, transparency and accountability through her leadership. Her passion to provide development and growth opportunities to all whom she supports is invigorating and motivating.

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“Nothing is so contagious as enthusiasm.” – Samuel Taylor Coleridge

**“Being on par in terms of price and quality only gets you into the game.
Service wins the game.” – Tony Alessandra**

**“When you serve the customer better, they always return on your investment.”
– Kara Parlin**

**“Ask your customers to be part of the solution, and don’t view them as part of
the problem.” – Alan Weiss**

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Jeremy Klassen

Representative of the Year - Customer Experience

Level 2 Technical Support Agent Jeremy Klassen exemplifies excellence in every call with his ability to listen, friendly demeanor and methodical approach to problem solving. A recipient of many commendations, Bell MTS is proud to have him on the team.

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Craig Oswald

Representative of the Year - Team Player

Craig Oswald of Bell MTS Advanced Technical Support is a positive collaborator who consistently goes above and beyond. From onboarding new agents to the team to analyzing and documenting process Craig can be counted on to excel in his work.

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Paul De Borja

Representative of the Year - Team Player

Paul De Borja of Bell MTS Business Sales and Service took on additional responsibility in 2023; maintaining and running the weekly productivity scorecard. His outstanding customer service supported the team and our customers; ending his year with high performance results.

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Trevor Sutherland

Representative of the Year - Customer Experience

Trevor Sutherland is one of our strongest agents at Bell MTS; with the broadest skillset and leadership skills.

Trevor has a positive outlook to change, is caring and empathetic and always willing to lend a hand no matter the task.

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Hilary Kaluzny

Representative of the Year - Mentorship

Hilary Kaluzny's superb work ethic and professional approach is demonstrated in her trouble shooting skill and coaching for a team with diverse abilities and experience levels. Leading by example; she consistently has strong productivity results at Bell MTS.

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Kyle Vandereist

Representative of the Year - Customer Experience

Kyle is an invaluable asset to Bell MTS. His expertise in accessibility options for our customers, willingness to take on new challenges, proactive approach to problem solving and support of his peers is consistently demonstrated.

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Megan Rainkie

Leader of the Year - Mentorship

Megan Rainkie demonstrated outstanding Leadership in 2023 as Manager of Bell MTS Business Sales and Service. From onboarding and supporting a new leader to supporting her team through large system and process changes; she provided a positive and inclusive environment for all.

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“It takes months to find a customer... seconds to lose one.” – Vince Lombardi

“Be genuine. Be remarkable. Be worth connecting with.” – Seth Godin

“The customer is why we are here. If we take good care of them, they’ll give us good reason to come back.” – Jenny McKenzie

“Great customer service doesn’t mean that the customer is always right, it means that the customer is always honoured.” – Chris LoCurto

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June Jones

Representative of the Year - Team Player

June is incredibly responsive, adaptable and willing to assist her team in any circumstance. June is the exemplification of a team player.





Beverly Frushour

Representative of the Year - Team Player

Beverly comes to work each day with an amazingly positive energy that radiates through her active engagement within our virtual work-world! Beverly consistently looks out for her peers to offer recommendations or simply point them in the right direction. Beverly's spirit encourages her peers to get involved in any initiative be it account, or company-wide.





Jessica Taylor

Representative of the Year - Customer Experience

Jessy's approach to providing a white-glove experience is displayed in various ways from her warm, and welcoming tone through to seeing that each customer she interacts with finds resolution. Jessy will take the Customer Experience beyond each interaction she handles, regularly contributing to communicating trends, and discovering opportunities within workflow processes or procedures which wholistically enhances the overall Customer Experience.





Michael Dufour

Representative of the Year - Team Player

Mike stands out as a Representative of the Year for his dedication to the team as a whole. He has done a great job in taking on a leadership role in mentoring newer associates and providing assistance to the coaches.





Anthony Williams

Representative of the Year - Team Player

Anthony has demonstrated a team player attitude fitting of a Representative of the Year award and is extremely helpful specifically when on-boarding new team members. During this year, he developed his skill-set to progress into a CES role and is an asset to our team.





Ilesha Webster

Representative of the Year - Customer Experience

Ilesha Webster is highly deserving of the Representative of the Year Award. Ilesha's consistently high performance, exceptional effort, and unwavering daily commitment showcase her dedication to excellence, making her an invaluable asset to our team.





Judith Carlson

Representative of the Year - Team Player

Judith routinely assists with backing up support, being flexible with her schedule to accommodate changing business needs and helping out wherever needed with little notice and a positive attitude.





Kumar Sharath

Leader of the Year - Team Player

Kumar is a rock on the ARS account. He takes pride in his job and mentoring his team. He is extremely reliable and always willing to go above and beyond to provide support to the team and account.





Steve Loe

Leader of the Year - Customer Experience

Steve does a great job between the accounts he manages to ensure the teams are supporting the client and customers fully. He places emphasis on the customers having a positive and pleasant experience.





Benjamin Slade

Leader of the Year - Mentorship

We recognize Benjamin Slade as a Leader of the Year. Ben's extraordinary kindness, support, and genuine care create an empowering team environment. Ben exemplifies exceptional leadership by fostering motivation, growth, and a true sense of belonging within the team.





Tammie Kane

Leader of the Year - Team Player

Tammie quite literally does it all. She works tirelessly to triage and manage the competing priorities of multiple accounts and various components within each account, on top of onboarding a barrage of seasonal new hires and completing her normal coach duties.





Brandi Tomkiewicz **Leader of the Year - Mentorship**

While Brandi exemplifies strength in several Leader of the Year categories, we recognize her for this award for strong Mentorship. The mentorship she has provided to her peers, supporting departments, and her team has been on strong display over the past year. Brandi has a keen understanding of the various moving parts of the business, from contact center 101 through to creating efficiencies for the Customer Service department and our client's customers.





Veronica Silver

Leader of the Year - Innovation

This past year Veronica embarked on the journey of supporting the implementation of a new client. Veronica was presented with a few very unique challenges and rose to the occasion bringing forward an incredibly innovative mindset and exploring alternative ways to accomplish our goals which allowed her team to overcome road-blocks, and drive performance all while participating in creating a positive experience for one of our newest partners and the fine folks who support the business.



Building an INSPIRED Workforce

“Success is the sum of small efforts, repeated day in and day out.”

– Robert Collier

“Revolve your world around the customer and more customers will revolve around you.” – Heather Williams

“Consumers are statistics. Customers are people.” – Stanley Marcus

“The magic ‘mind reading’ anticipatory service phrase is: ‘If that was me, what would I want?’” – Steve Cokkinias

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Erin Rivest

Support Award MVP - Workforce Management

Erin Rivest; a Senior Business Analyst at Bell MTS did outstanding work in 2023 by analyzing complex data to improve operational performance and by contributing on multiple projects which improved reporting capabilities and simplified self serve functionality for customers.

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Paul Dragovich

Support Award MVP - Information Technology

Paul is recognized as the 2023 MVP for the Information Technology Department. Paul is making his impact on the organization after rejoining the Skybridge family in early 2023. A clear communication style and his responsiveness to support requests were noted among the reasons that Paul was deserving of this year's award. Paul has been essential in daily support and the major IT initiatives since rejoining Skybridge and we appreciate his contributions to the IT team.



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Kelly Cote

Support Award MVP - Payroll and Benefits

Kelly stands out as the MVP of her department for her eagerness to assist, and her deep commitment to employee engagement and wellness. Kelly is a team player and a strong contributor to the great synergy and comradery that her department groups are known for throughout the organization. Kelly is quick to react to any employee question and is a consistent presence for our remote workforce with her sunny disposition.





Stacy Week

Support Award MVP - Workforce Management

Recognized as being client-centric, an integral part of the business, and an excellent communicator with the Operations team, Stacy Week is the 2023 MVP for the Workforce Management Department. Stacy was highly involved during the preparation and migration to new technology platforms. Stacy's keen eye for identifying inconsistencies has helped to uncover errors and solutions that go otherwise overlooked.





Melanie Tupper

Support Award MVP - Training Department

Melanie evolved her training portfolio by flexing an expanded skillset. She made major contributions to the curriculum enhancements and modernization for our largest and longest-standing account. A powerful force in her department, Melanie contributed to the successes the Skybridge Training Department saw in 2023 by providing innovative solutions that evolved our client's businesses.





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Ritu Patwal

Support Award MVP

Ritu demonstrates exceptional skills in problem-solving and critical thinking but it is her ability to think outside the box that sets her apart. Her keen monitoring of queues is noteworthy, and she excels in identifying issues proactively. What distinguishes Ritu is not just her knack for spotting problems but her commitment to providing comprehensive solutions.



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Customer Experience Team Team Award - Customer Experience

Bell MTS proudly recognizes the Customer Experience Improvement Project Team who improved activations and customer experience through development and launch of a specialized team to handle specific order types prior to install, ensuring a positive customer experience end-to-end.

Support Department of the Year Team Award - Training



The Training Department has come to the table strong this past year, driving our goal to provide ongoing professional development by teeing up various learning opportunities for leadership down to development opportunities for our agents. Our training department has taken our remote learning to another level and has been integral in redeveloping and redesigning the existing training curriculum, while also developing new curriculum for new partners.



Technical Knockouts Crew Team Award - Crew of the Year



The Technical Knockouts Crew has shown consistent strength where Quality Assurance and Average Handle Time KPIs are concerned. Out of the 8 Crews on this account, the Technical Knockouts have won the most week-over-week challenges and earned the most points for the 2023 year.





Customer Care - eCare Team

Team Award - Customer Experience

A true ALL-STAR SQUAD!!! This team has truly exemplified what it means to be a cohesive, high-achieving and motivated unit day-in and day-out throughout 2023. They continue to support not just their teams but the channel and in a larger view, the business to reach new heights in performance. They continue to challenge each other to elevate their performances and provide growth opportunities for their people.