14TH ANNUAL
STEVIE® AWARDS
FOR SALES & CUSTOMER SERVICE

Awards Banquet and Presentations
Friday, February 28, 2020
Caesars Palace • Las Vegas, Nevada

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HCL **Congratulates**
2020 Sales and Customer Service Awards Winner

HCL Congratulates all 2020 Sales and Customer Service Award Winners. Our 149,000 Ideapreneurs across 45 countries join us in applauding your passion and zeal towards success to climb to the top of the corporate Ladder.

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Effective sales leaders do what it takes to drive results, each and every day. Accelerating growth.
Forecasting more accurately.
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We congratulate the clients and organizations that continually prove the ValueSelling Framework® works!

ValueSelling Associates
Award Honorees:

- Transformational Leadership
- Sales Process Transformation
Welcome to the 14th annual Stevie® Awards for Sales & Customer Service, the world’s top honors for business development, sales, contact center and customer service professionals.

This year the program received more than 2,600 nominations from organizations of all sizes, in virtually every industry, in 48 nations.

From November 2019 through early January this year, more than 180 professionals around the world reviewed, rated and commented on the nominations. Just about 35% of the nominations considered received average scores high enough to qualify as Finalists, all of which will be recognized tonight as Gold, Silver or Bronze Stevie Award winners. All of the judges are acknowledged in this program. We can’t run a successful awards program without our volunteer judges, and we can’t thank them enough for their participation.

Stevie Awards competitions receive more than 12,000 nominations each year from organizations of every type in more than 70 nations. This spring we’re accepting entries for the 7th annual Asia-Pacific Stevie Awards, The 18th Annual American Business Awards®, The 17th Annual International Business Awards®, and the fifth edition of the Stevie Awards for Great Employers.

I invite you to learn more about these and our other competitions at www.StevieAwards.com. Thank you for participating in the 14th annual Stevie Awards for Sales & Customer Service, and for joining us this evening. Best wishes for continued success!

Cordially,

Maggie Gallagher
President, The Stevie Awards

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Customer service interactions are 4x more likely to drive customer disloyalty than loyalty.

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and learn how we work with organizations to help them deliver low-effort customer service.

email: effortlessexperience@challengerinc.com

website: www.challengerinc.com
Banquet and Presentations Agenda

5:15 pm  **Awards presentations in this order**
- Business Development Awards Categories
- Customer Service Success Awards Categories
- New Product & Service Awards Categories
- Sales Distinction Awards Categories
- Solution Provider Awards Categories

6:00 pm  **Reception**

7:00 pm  **Dinner**

7:30 pm  **Awards presentations in this order**
- Sales Achievement Awards Categories
- Sales Individual Awards Categories
- Sales Team Awards Categories
- Customer Service & Contact Center Achievement Awards Categories
- Customer Service Department Awards Categories
- Presentation of the People’s Choice Stevie® Awards for Favorite Customer Service
- Customer Service & Contact Center Individual Awards Categories
- Customer Service & Contact Center Team Awards Categories

**Presentation of the Grand Stevie® Award Trophies**
Hi, we’re Cinch.

With the broadest selection of home products and services in the industry, our vision is to have a Cinch solution in every home.

- 24/7 convenient service online, by phone or any Amazon Alexa-enabled device
- 40+ years of experience keeping households running smoothly
- Nearly 1 million customers nationwide — and counting

Proud finalist of 17 Stevie® Awards

Learn more at cinchhomeservices.com
BUSINESS DEVELOPMENT CATEGORIES

Business Development Executive of the Year
Cinch Home Services, Boca Raton, FL USA:
  Steve Howard, Vice President of Business Development
Industrial Security Integrators, Herndon, VA USA:
  Jason B. Earp, Chief Strategy Officer, IsI

Business Development Professional of the Year
Cinch Home Services, Boca Raton, FL USA:
  Kathleen Oetgen, Senior Account Executive

Business Development Achievement of the Year — Financial Services Industries
DenizBank A.S., Istanbul, Turkey:
  We maximized our efficiency with KOBI’Deniz while keeping our customers happy
EFG Companies, Irving, TX USA:
  Staying True to Mission to Achieve Record Revenue Growth
RAIN Group, Framingham, MA USA:
  Accounting firm adds new logos and improves lead conversion rates by 87%
RAIN Group, Framingham, MA USA:
  Chatham Financial increases average deal size 180% by building business development skills

Business Development Achievement of the Year — Hospitality, Leisure & Tourism Industries
Delta Vacations, Minot, ND USA: Atlas Dashboard

Business Development Achievement of the Year — Services Industries
Cinch Home Services, Boca Raton, FL USA:
  Cinch Home Services’ Launch of Enhancement Sales Channel
IBM, Armonk, NY USA:
  Transforming the Client Experience, together with Clients
Sydney and West Painting and Rope Access pty. ltd., Wimmalee, NSW Australia:
  2019 Business development Achievements

Customer Service Success — Business Service Industries
CT Corporation, New York, NY USA:
  Transforming Interactions to Empower Customers
Dell Technologies, Roundrock, TX USA: Regional Contact Center Shared Services – Dell Technologies
First Advantage, Atlanta, GA USA: Delivering Top Tier Support: First Advantage Diamond Customer Care
Learning Pool, Derry, United Kingdom:
  Learning Pool – Customer centricity to be proud of

Customer Service Success — Financial Service Industries
Fundbox, San Francisco, CA USA: Helping Small Business Customers Survive, Through Hoops and High Water
Nasdaq Governance Solutions, New York, NY USA:
  Nasdaq Governance Solutions Customer Success
OneWest Bank, Pasadena, CA USA:
  Committed to the neighborhoods where we live and work

Customer Service Success — Other Service Industries
Board of Certification/Accreditation (BOC), Owings Mills, MD USA: Improving Customer Service by Creating a Better BOC Website Experience
HCE South, Charlotte, NC USA:
  HCE South – Customer Service and Sales Ethics
Nationwide Immigration Services, New Delhi, India:
  Nationwide Immigration Services Customer Service Satisfaction Strategy

CUSTOMER SERVICE SUCCESS CATEGORIES

Customer Service Success — Business Service Industries
CT Corporation, New York, NY USA:
  Transforming Interactions to Empower Customers
Dell Technologies, Roundrock, TX USA: Regional Contact Center Shared Services – Dell Technologies
First Advantage, Atlanta, GA USA: Delivering Top Tier Support: First Advantage Diamond Customer Care
Learning Pool, Derry, United Kingdom:
  Learning Pool – Customer centricity to be proud of

Customer Service Success — Financial Service Industries
Fundbox, San Francisco, CA USA: Helping Small Business Customers Survive, Through Hoops and High Water
Nasdaq Governance Solutions, New York, NY USA:
  Nasdaq Governance Solutions Customer Success
OneWest Bank, Pasadena, CA USA:
  Committed to the neighborhoods where we live and work

Customer Service Success — Other Service Industries
Board of Certification/Accreditation (BOC), Owings Mills, MD USA: Improving Customer Service by Creating a Better BOC Website Experience
HCE South, Charlotte, NC USA:
  HCE South – Customer Service and Sales Ethics
Nationwide Immigration Services, New Delhi, India:
  Nationwide Immigration Services Customer Service Satisfaction Strategy

2020 Finalists
5:15 pm Award Presentations
Deliver exceptional organizational performance with pioneering e-learning technology and creative, engaging content

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- Award-winning, multi-tier customer support


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CUSTOMER SERVICE SUCCESS
CATEGORIES — Continued

Customer Service Success — Technology Industries
Blue Ocean Contact Centers, Halifax, NS Canada:
Gazelles in the Mist: Creating an Excellent Tech Support
Experience for Sophos Home
Eazi-Apps, Leicester, United Kingdom: Supporting our
customers with a unique business in a box solution
IBM, Armonk, NY USA:
Flawless execution in support of a divested business
Intellis Labs, New York, NY USA: Succeeding at Customer
Service by Transforming our Client-First Strategy
Masergy, Plano, TX USA: Masergy Customer Service
Patagonia Health, Cary, NC USA:
“Mission Driven and Customer Focused”
SIBME, Houston, TX USA: Our company is built by our
customers for our customers
xneelo (formerly Hetzner), Durbanville, Cape Town,
South Africa: Here to help, 24/7 — Humans at the Heart of
our Hosting Service

Customer Service Success — All Other Industries
HomeServe USA, Norwalk, CT USA:
Improving Workplace Culture Brings World Class Results
Industville, London, United Kingdom:
Excelling in customer service
Simplilearn, San Francisco, CA USA:
Learning to Learner Experience — Our Journey to
Customer Service Success

NEW PRODUCT & SERVICE CATEGORIES

Business Intelligence Solution — New
Flipkart Private Limited, Bengaluru, Karnataka, India:
Combining technology and service to revolutionize key
account management in Indian e-commerce industry
IBM, Armonk, NY USA: Agile Champion (AC) Bot
PayMotion, Victoria, BC Canada: PayMotion:
Merchant Processing & Ecommerce Solution
Randstad RiseSmart, San Jose, CA USA:
Randstad RiseSmart’s Career Development platform
boosts employee and retention through a combination of
microlearning and human coaching.

Business Intelligence Solution — New Version
Confirmit, London, United Kingdom:
Smarter Business Intelligence: Shifting BI from measuring
reality to changing reality
IBM, Armonk, NY USA:
IBM Sales Dashboard – Prescriptive Analytics for Sales
NICE, Hoboken, NJ USA:
NICE Automation Finder – Intelligent Business Process
Opportunity Discovery
TELUS International, Las Vegas, NV USA:
TELUS International’s Customer Journey Analytics

Collaboration Solution — New
IBM, Armonk, NY USA:
Business Partner Connect – Leveraging AI to
Enable Collaboration
IBM, Armonk, NY USA:
Global Sales Incentives (GSI) Event Tracker
John Hancock Financial Services, Boston, MA USA:
JH ZOOM – Zeroing in On Our Moments that Matter Most!

Collaboration Solution — New Version
Front, San Francisco, CA USA:
Meet Front – the platform saving people 6 hrs every week
(through their inbox)
IBM, Armonk, NY USA: IBM Engage Support Wall of Work
John Hancock Financial Services, Boston, MA USA:
On the cutting EDGE of customer service
Nextiva, Scottsdale, AZ USA:
Nextiva Updates NextOS, A Best-In-Class
Collaboration Tool

Contact Center Solution — New
HomeServe USA, Norwalk, CT USA:
Creating World Class Employee Culture
Information Network of Kansas, Inc., Topeka, KS USA:
Agent Kay, official chatbot for the State of Kansas
LivePerson, New York, NY USA:
Conversation Builder, the world’s first all-in-one platform
for building enterprise-scale chatbots
Nuance Communications, Inc., Burlington, MA USA:
Nuance’s Project Pathfinder
Vonage, Holmdel, NJ USA:
CX Cloud Express Enables the Delivery of Unparalleled
Integrated Experiences
RECEPTIONHQ

Providing our clients and their callers with a superior virtual receptionist experience.

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- Instant Activation
- Plus many other out of this world features

2020 Stevie Awards Finalist

Contact Center Manager of the Year

Amy Shaw
ReceptionHQ

www.receptionhq.com | (866) 913-3533
NEW PRODUCT & SERVICE CATEGORIES – Continued

Contact Center Solution – New Version
Cogito Corporation, Boston, MA USA: Cogito Dialog
Grazitti Interactive, Sunnyvale, CA USA: SearchUnify: Transforming Self-Service & Contact Centers with Cognitive Search, Insights and AI-powered Applications
Intuit, Mississauga, ON Canada: Prosperity Hub
Mediatel Data SRL, Bucarest, Romania: Mediatel Data – Complete Contact Center Platform
NICE inContact, Salt Lake City, UT USA: Your Brand’s (and Bottom Line’s) Superhero: NICE inContact CXone
UJET, San Francisco, CA USA: UJET Customer Support Platform

CRM Suite – Enterprise – New Version
Pegasystems Inc., Cambridge, MA USA: Bringing Pega Infinity Further Into the Future With Smarter, More Collaborative Features.

Incentive Management Solution – New
IBM, Armonk, NY USA: IBM GSI Data Lake for making timely and data-driven business decisions.

IVR or Web Service Solution – New
HomeServe USA, Norwalk, CT USA: Creating Customer Friendly Automation through Smart IVR’s
IBM, Armonk, NY USA: ARCC – Improving Compliance and Information Flow
Nuance Communications, Inc. Burlington, MA USA: Nuance Lightning Engine

IVR or Web Service Solution – New Version
IBM, Armonk, NY USA: Business Partner/Direct Systems Ordering Portal: Simplicity in Action
Inference Solutions, San Francisco, CA USA: Inference Solutions Intelligent Virtual Agents platform
KT, Seoul, South Korea: KT’s Consultation Assistant/User Identification using Voice-recognition

Marketing Solution – New
Advantexe Learning Solutions, West Conshocken, PA USA: The Santa Simulation
IBM, Armonk, NY USA: Clarity – Competitive Insights Engine driven by AI
ZoomInfo Powered by DiscoverOrg, Vancouver, WA USA: ZoomInfo Enrich

Marketing Solution – New Version
PT Perusahaan Gas Negara, Tbk., Jakarta, Indonesia: More Than Just a Utility Company’ Digital Marketing Solutions

Relationship Management Solution – New
DenizBank A.S., Istanbul, Turkey: Maximized efficiency with KOBIDeniz while keeping customers happy

Relationship Management Solution – New Version
Impartner, South Jordan, UT USA: Impartner Fills an Industry Gap with PRM for Microsoft Dynamics 365

Sales Automation Solution – New
IBM, Armonk, NY USA: New Generation of Legal Support

Sales Enablement Solution – New
Garanti Bank A.S., Istanbul, Turkey: One Stop Shop Insurance
IBM, Armonk, NY USA: Apttus MAX with Watson
Regalix, Palo Alto, CA USA: Regalix Nytro
Veeam, Baar, Switzerland: Easy Money Enablement Program for Renewals Teams

Sales Enablement Solution – New Version
Bigtincan, Waltham, MA USA: Bigtincan’s Sales Enablement Automation Platform, Bigtincan Hub
Brainshark, Waltham, MA USA: Brainshark Premier
IBM, Armonk, NY USA: Winning with WinSights – client proposals built with speed and quality
MindTickle, San Francisco, CA USA: MindTickle AI-Enhanced Virtual Role Play Missions
Sales Partnerships, Inc., Broomfield, CO USA: Pathfinder 2.0 – Territory Visualization Suite
Showpad, Chicago, IL USA: Combining training, coaching and content for the best buyer experience
Upland Software, Plymouth, MA USA: Elevating Enterprise Sales Optimization to Win More Deals. Faster
Veeam, Baar, Switzerland: High Velocity Onboarding Program for Inside Sales
Congrats to our colleagues!
We’re honored to be nominated for a second year in a row in the category: Contact Center or Customer Service Outsourcing Provider of the Year

We are Sitel.

Redefining customer experiences 3.5 million times every day.

Beyond BPO.
As your global CX management partner, we are powered by our group expertise and breadth of capabilities delivering tailored solutions and adding value across the entire customer journey.

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NEW PRODUCT & SERVICE CATEGORIES – Continued

Sales & Marketing Mobile Application – New
Chorus.ai, San Francisco, CA USA:
   Chorus uses AI to optimize sales coaching on-the-go
QNB Finansbank, Istanbul, Turkey:
   QNB Finansbank’s mobile application for QNB First Digital
Tani, Istanbul, Turkey: Chippin Mobile Shopping App

Sales Performance Management Solution – New
IBM, Armonk, NY USA: PERFORM Pipeline Assessment

Sales Performance Management Solution – New Version
Garanti BBVA, Istanbul, Turkey: Compass 2.0
IBM, Armonk, NY USA:
   Saving time and delivering improved performance with GIA
Xvoyant, West Jordan, UT USA:
   Xvoyant Sales Performance Improvement Platform

Customer Service or Sales Book of the Year
Forrest Performance Group, Fort Worth, TX USA:
   ’The Mindset of a Sales Warrior’ by Jason Forrest
Purpol Marketing Limited, Chippenham, United Kingdom:
   ’WINNER, How to Win Business Awards’
   by Denise O’Leary

Customer Service Training Product of the Year
Learning Tribes, Miami, FL USA:
   What’s in your wallet? |The power video training

Sales Training Product of the Year
ValueSelling Associates, Rancho Santa Fe, CA USA:
   eValueSelling Fundamentals
Vengreso, San Francisco, CA USA: Selling with LinkedIn &
   Sales Navigator for Teams is a Winner

SALES DISTINCTION CATEGORIES

Sales Distinction of the Year – Computer Services
IBM, Armonk, NY USA:
   Smart Revenue through Sales Management Support

Sales Distinction of the Year – Computer Software
Clarabridge, Great Falls, VA USA:
   Clarabridge North American Sales team Turnaround
Envoy, San Francisco, CA USA:
   Viral Sensation to Sustained Growth: Selling a Better Workplace Experience

Sales Distinction of the Year – Financial Services
Sales Partnerships, Inc., Broomfield, CO USA:
   Crushing targets in financial services sales with an
   impossible target market
Sales Partnerships, Inc., Broomfield, CO USA:
   Success selling financial products to more than 1M brick
   and mortar US businesses face to face
SBI Cards and Payment Services Limited, Mumbai, India:
   SBI Cards Project Shikhar

Sales Distinction of the Year – Hospitality & Tourism
Delta Vacations, Minot, ND USA:
   Delta Vacation Record-Setting Results

Sales Distinction of the Year – All Other Industries
Locks Lash, Melbourne, VIC Australia:
   Leading supplier and trainer in the Lash industry
   for Australia
New Age Beverages, Budapest, Hungary:
   Online recruiting video system

SOLUTION PROVIDER CATEGORIES

Sales Consulting Practice of the Year
Guidebook, Inc., San Francisco, CA USA:
   Predicting Customer Needs
Integrity Solutions, Nashville, TN USA: Rise Up, Together.
The Brooks Group, Greensboro, NC USA:
   The Brooks Group multiple new offerings
Tyson Group, Columbus, OH USA: Away-Game Selling
Visualize, Inc., Birmingham, MI USA:
   Guiding Sales Leaders to Results
CONGRATS TO OUR COLLEAGUES!

We’re proud to recognize the Tivity Health® Contact Center for demonstrating excellence in three categories:

SALES MANAGEMENT TEAM OF THE YEAR
Tivity Health Sales Management Team

SALES TRAINING OR COACHING PROGRAM OF THE YEAR -- ALL OTHER INDUSTRIES
Tivity Health Sales Training and Coaching Program

FRONT-LINE CUSTOMER SERVICE PROFESSIONAL OF THE YEAR -- ALL OTHER INDUSTRIES
Beth Klauder - Tivity Health Front-Line Customer Service Professional
SOLUTION PROVIDER CATEGORIES — Continued

Sales Training Practice of the Year
Carew International, Inc., Cincinnati, OH USA: SureTrack™ Training Reinforcement System
Integrity Solutions, Nashville, TN USA: Accomplishing amazing things starts with Integrity.
Janek Performance Group, Las Vegas, NV USA: Complete sales performance solutions
MarketBridge, Bethesda, MD USA: MarketBridge’s Credit & Loyalty Sales Training Programs
PJ Nisbet & Associates, Ltd., United Kingdom: Largest ValueSelling Framework provider in the EMEA
RAIN Group, Framingham, MA USA: Award-winning training that works, sticks, and transfers to the job
The Brooks Group, Greensboro, NC USA: Increased coaching and reinforcement capabilities with multiple offerings
Visualize, Inc., Birmingham, MI USA: Helping Clients Visualize and Realize Sales Success
Wilson Learning, Minneapolis, MN USA: Enduring, Strategic Sales Effectiveness Partnerships with Global Organizations

Sales Outsourcing Provider of the Year
Sales Partnerships, Inc., Broomfield, CO USA
TTEC, Englewood, CO USA

Incentive, Rewards, or Recognition Provider of the Year
Achievers, Toronto, ON Canada
HALO Recognition, Long Island City, NY USA
MarketBridge, Bethesda, MD USA
WorkStride, New York, NY USA: CHeeRS to Cone Health!

Customer Service or Call Center Training Practice of the Year
Challenger, Arlington, VA USA: Effortless Experience Capabilities Builder – Training Program for Contact Center Reps
ChowNow, Playa Vista, CA USA: A Choose Your Own Adventure Training Plan
Datamatics Global Services Limited, Mumbai, India: Helped a leading Bank automated their Customer Service Request process
Mintly LLC, Indianapolis, IN USA: Line customer service – a new standard in the recruitment industry

NYC311, New York, NY USA: Changing Our Contact Center World
TTEC, Englewood, CO USA: TTEC’s Agile Approach to Employee Training Nets Quick Results

Sales or Customer Service Solutions Technology Partner of the Year
Clarabridge, Great Falls, VA USA
ConnectLeader, Salem, NH USA
Conversocial, New York, NY USA
Coveo, Montreal, QC Canada
Ettech Global Services, Nacogdoches, TX USA
Helpshift, San Francisco, CA USA
Interactions, Franklin, MA USA
LivePerson, New York, NY USA
Relay Network, Radnor, PA USA
Reputation.com, Redwood City, CA USA
SAP, Boston, MA USA
Tech Defenders, Grand Rapids, MI USA
Verint, Melville, NY USA

Contact Center or Customer Service Outsourcing Provider of the Year
Callzilla, Miramar, FL USA
CGS, New York, NY USA
Conectys, Bucharest, Romania
CSS Corp, Milpitas, CA USA
Modis Bulgaria, Sofia, Bulgaria
ModSquad, Sacramento, CA USA
Sitel Group, Miami, FL USA
Sutherland Global Services Bulgaria, Sofia, Bulgaria
TELUS International, Las Vegas, NV USA
TTEC, Englewood, CO USA

Leadership or Management Training Practice of the Year
Carew International, Inc., Cincinnati, OH USA: Carew’s overall success and commitment to leadership development
Wilson Learning, Minneapolis, MN USA: Developing Vital Sales Leaders
### Upcoming Stevie® Awards Deadlines

<table>
<thead>
<tr>
<th>2020 Asia-Pacific Stevie® Awards</th>
<th>2020 American Business Awards®</th>
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<tbody>
<tr>
<td><img src="image1" alt="ASIA-PACIFIC STEVIE® AWARDS" /></td>
<td><img src="image2" alt="THE AMERICAN BUSINESS AWARDS®" /></td>
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<tr>
<td>This Stevie Award program recognizes achievement at organizations in the 29 nations of the Asia-Pacific region.</td>
<td>The top business awards program in the U.S.A., recognizing achievement in every facet of the workplace.</td>
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<tr>
<td><strong>Final Entry Deadline:</strong> March 4, 2020</td>
<td><strong>Final Entry Deadline:</strong> March 11, 2020</td>
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<table>
<thead>
<tr>
<th>2020 International Business Awards®</th>
<th>2020 Stevie® Awards for Great Employers</th>
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<tbody>
<tr>
<td><img src="image3" alt="THE INTERNATIONAL BUSINESS AWARDS®" /></td>
<td><img src="image4" alt="FOR GREAT EMPLOYERS" /></td>
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<tr>
<td>The world’s top business awards program, open to all organizations worldwide.</td>
<td>Recognizing the world’s best companies to work for and the HR teams and professionals, HR achievements, new products and services, and suppliers who help to create and drive great workplaces.</td>
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<tr>
<td><strong>Early-bird Entry Deadline:</strong> April 8, 2020</td>
<td><strong>Early-bird Entry Deadline:</strong> April 29, 2020</td>
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<tr>
<th>Women</th>
<th>Future</th>
<th>2020 Stevie® Awards for Woman in Business</th>
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<tbody>
<tr>
<td><img src="image5" alt="Women" /></td>
<td><img src="image6" alt="Future" /></td>
<td><img src="image7" alt="FOR WOMEN IN BUSINESS" /></td>
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| **2020 CONFERENCE**
November 12–13, 2020 | Caesars Palace Hotel, Las Vegas | WomenFutureConference.com |
| Two-day conference addressing the most pressing business issues of tomorrow from the perspective of how they will affect women entrepreneurs, executives, and employees in all industries — their careers and their businesses. | Recognizing the achievements of women executives, entrepreneurs, and the organizations they run. | **Early-bird Entry Deadline:** July 15, 2020 |
| **Call for Speakers Deadline:** May 1, 2020 | **Early-bird Entry Deadline:** July 15, 2020 |

Learn More and Enter at [www.StevieAwards.com](http://www.StevieAwards.com)
7:30 pm Award Presentations

SALES ACHIEVEMENT CATEGORIES

Award for Innovation in Sales – Business Services Industries
DHL Express India Pvt. Ltd., Mumbai, Maharashtra, India: DHL Retail’s Phygital
IBM, Armonk, NY USA: Sales Action Quadrants
Sales Partnerships, Inc., Broomfield, CO USA: Machine Learning Integrated with GIS Building Better Territories While Generating More Sales

Award for Innovation in Sales – Other Service Industries
SomethingNew, LLC, Madison, CT USA: Talent Acquisition Innovation is in our DNA!

Award for Innovation in Sales – Technology Industries
ACTO, Toronto, ON Canada: ACTO Life Sciences Commercialization Cloud
IBM, Armonk, NY USA: BlueSeller – An Intelligent Platform for an Effective Salesforce
IBM, Armonk, NY USA: Client Health Insight (CHI) Predictions
IBM, Armonk, NY USA: Contract Language Analyser
SAP, Newtown Square, PA USA: SAP Digital Elite

Award for Innovation in Sales – All Other Industries
Cinch Home Services, Boca Raton, FL USA: Industry Pioneer, Cinch Enters Enhancement Sales Vertical
Enterprise Fleet Management, St. Louis, MO USA: Enterprise Fleet Management’s New Fleet Replacement Analysis Tool

Best Use of Technology in Sales
American Tire Distributors, Huntersville, NC USA: ATD’s spark app for customized learning
BMC, Houston TX USA: Opportunity Confidence – Deal Scoring to Evaluate Risk and Improve Win Rates
Delta Vacations, Minot, ND USA: Atlas Dashboard
Enterprise Fleet Management, St. Louis, MO USA: Enterprise Fleet Management’s New Fleet Replacement Analysis Tool

FastSpring, Santa Barbara, CA USA: FastSpring’s Implementation of Video Creation Tool for Prospecting
IBM Corporation, Armonk, NY USA: IBM Engage! – Prospecting Insights Feature by Global Markets Sales Enablement
IBM, Armonk, NY USA: COPRA – Using machine learning to enhance transaction pricing and improve seller experience
IBM, Armonk, NY USA: Leveraging a Ready-to-Scale Account-based Marketing Pilot to Empower Sales and Customer Engagement
InfinityQS International, Fairfax, VA USA: Using Custom Software to Foster Growth
PandaDoc, San Francisco, CA USA: Drinking Our Own Kool-Aid to Strengthen Our Sales Team
Park Place Technologies, Cleveland, OH USA: Field Sales Optimization Through Cutting Edge Tools in GIS and Machine Learning
TTEC, Englewood, CO USA: Technology and Advanced Analytics Give Complete Sales Picture, Inside and Out

Inbound Marketing Program of the Year
doeLEGAL, Inc., Wilmington, DE USA: Competitive Differentiation with Inbound Marketing
Mercer Health & Benefits, Des Moines, IA USA: NEA Accidental Death and Dismemberment (AD&D) Cross-sell
Mercer Health & Benefits, Des Moines, IA USA: NEA Group Term Life Issuance Offer
Chorus.ai, San Francisco, CA USA: Flip the Script: Driving Inbound Opportunities Through High-Value Education
DenizBank A.S., Istanbul, Turkey: Achieving Excellence Balance of Sales and Services
EMI Strategic Marketing, Boston, MA USA: The Citizens Capital Markets M&A Program: Using Integrated Content to Accelerate C-suite Prospect Pipelines
SALES ACHIEVEMENT CATEGORIES – Continued

Sales Enablement Program of the Year
Delta Vacations, Minot, ND USA: Optimizing Performance with the Atlas Dashboard
IBM, Armonk, NY USA: Driving Business Intelligence Strategies through Data Analysis
IBM, Armonk, NY USA: Innovating sales enablement at a global scale
IBM, Armonk, NY USA: NANO as a Service – Quality and Speed in Sales Enablement
JDA Software, Scottsdale, AZ USA: Driving A Learning Culture & Sales Success Through Sales Enablement
Lexmark, Lexington, KY USA: Improving e-learning courses translation to optimize productivity and sales enablement
NCR Corporation, Atlanta, GA USA: John H. Patterson Academy
PowerSchool Group, LLC, Folsom, CA USA: PowerSchool Sales Enablement Program of the Year
Veeam, Baar, Switzerland: Easy Money Enablement Program for Renewals Teams

Sales Growth Achievement of the Year
Cinch Home Services, Boca Raton, FL USA: Cinch Continues to Lead the Industry In Growth
Clear Touch, Greenville SC USA: Clear Touch Sales Team Award
Delta Vacations, Minot, ND USA: Delta Vacations Record-Setting Sales Growth
DenizBank A.S., Istanbul, Turkey: DenizBank Telemarketing & Retention Channel Exceeds Sales Goals by 150%
FieldEdge, Atlanta, GA/Fort Myers, FL USA: FieldEdge: Growth is About Adapting
Industrial Security Integrators, Herndon, NJ USA: Accomplishments of Jason B. Earp, Chief Strategy Officer, Isl
SoftPro, Raleigh, NC USA: SoftPro Gives Users the Right Tools to Succeed
Tangible Words Ltd., Ottawa, ON Canada: Tangible Words: A Year of Significant Growth
WNS (Holdings) Limited, Mumbai, India: Sales growth achievement of the year

Sales Incentive Program of the Year
Aksigorta, Istanbul, Turkey: Aksigorta Games – Sales Incentive Project
Delta Vacations, Minot, ND USA: The Millionaire Club
GoDaddy, Scottsdale, AZ USA: GoDaddy Luminaries – For those who shine brightest
IBM, Armonk, NY USA: IBM Global Sales Incentives Finance

Sales Meeting of the Year
GoDaddy, Scottsdale, AZ USA: GoDaddy Annual Leadership Summit

Sales Process of the Year
Covestic, Kirkland, WA USA: Successfully Adopting ValueSelling
DenizBank A.S., Istanbul, Turkey: Fastest and Easiest Loan By Phone
Envoy, San Francisco, CA USA: Redefining the Office Experience Required Redefining the Sales Process!
IBM, Armonk, NY USA: SaaS Accelerate Program in Asia Pacific
Sales Partnerships, Inc., Broomfield, CO USA: The Science of Sales

Sales Recruitment Initiative of the Year
Sales Partnerships, Inc., Broomfield, CO USA: SPRecruit – faster recruiting and higher success
SAP, Newtown Square, PA USA: SAP Academy for Early Talent

Sales Training or Coaching Program of the Year – Business Services Industries
Aksigorta, Istanbul, Turkey: Sales Executive Development Program
Forrest Performance Group, Fort Worth, TX USA: The FPG Warrior Selling Certification Program
Janek Performance Group, Las Vegas, NV USA: Critical Selling Skills workshop and TOPS Coaching and Reinforcement program
Revenue Storm, Schaumburg, IL USA: Schneider Electric Seizes Market Share with an 8,500% ROI with Revenue Storm
Richardson, Philadelphia, PA USA: Driving a 20% Increase in Close Rate at Outfront Media
SALES ACHIEVEMENT CATEGORIES – Continued

Sales Training or Coaching Program of the Year – Other Service Industries
V3 Electric, Sacramento, CA USA:
V3 Electric Sales Training + Coaching Program of the Year

Sales Training or Coaching Program of the Year – Technology Industries
IBM, Armonk, NY USA: Sales Process Academy Transformation thru #DigitalFactory
Quantum Workplace, Omaha, NE USA:
From Elevator Pitch to Brand Ambassador in 90 Days
SAP, Newtown Square, PA USA:
SAP Academy for Sales Leaders
Veeam, Baar, Switzerland:
High Velocity Onboarding Program for Inside Sales

Sales Training or Coaching Program of the Year – All Other Industries
Lexmark, Lexington, KY USA:
Reaching New Heights for New Hires: Global Sales Onboarding
RAIN Group, Framingham, MA USA:
SAGE Publishing Commercial Sales Division’s 9 Habits of Extreme Productivity Sales Training Program
Richardson, Philadelphia, PA USA:
Transforming Customer Relationships at Tyson
Tivity Health, Franklin, TN USA: Tivity Health Sales Training or Coaching Program of the Year

Sales Turnaround of the Year
Clarabridge, Great Falls, VA USA:
North America Sales Team Turns It Around
IBM, Armonk, NY USA: Elastic Capacity on-Demand: Driving Simplicity and Speed in Infrastructure Capacity Provisioning
IBM, Armonk, NY USA: Achieving Excellence in Quote to Cash Process automation for IPVN and Vendor process
Sales Partnerships, Inc., Broomfield, CO USA:
SPI creating success from targets declared valueless

Social Selling Initiative of the Year
PandaDoc, San Francisco, CA USA:
Scaling Up and Getting Social: Sales in the Digital Age

White Paper or Research Report of the Year
The Brooks Group, Greensboro, NC USA:
The Brooks Group’s Sales Performance Research Center
Chorus.ai, San Francisco, CA USA:
Vengreso, San Francisco, CA USA:
The State of Digital Selling is Not Pretty

AWARD FOR ETHICS IN SALES
Sponsored by SALESPARTNERSHIPS

The Sales Partnerships Award for Ethics in Sales
MarketsandMarkets, Pune, Maharashtra, India:
MnM Values | World’s Largest Revenue Impact Partner
New Heights Educational Group, Inc., Defiance, OH USA:
Everyone deserves a fair and equal education
OneWest Bank, Pasadena, CA USA:
Committed to the neighborhoods where we live and work
Pipeliner Sales, Los Angeles, CA USA:
The Age of the “Salespreneur”

SALES INDIVIDUAL CATEGORIES

Senior Sales Executive of the Year
Bounteous, Chicago, IL USA:
Dave Mankowski, Chief Growth Officer
Celebrity Cruises, Miami, FL USA:
Dondra Ritzenthaler, SVP of Sales, Trade Support & Service, North America, UK & APAC
Cinch Home Services, Boca Raton, FL USA:
Douglas Stein, EVP & Chief Revenue Officer
Jump-starts Growth
Industrial Security Integrators, Herndon, VA USA:
Jason B. Earp, Chief Strategy Officer
Merrill Corporation, St. Paul, MN USA: Todd Albright, Global Head of Sales and Chief Revenue Officer
TransPerfect, New York, NY USA:
Kevin Obarski, Chief Revenue Officer

Worldwide Sales Executive of the Year
Covestic, Kirkland, WA USA: Shane Yost, VP of Sales
NCR Corporation, Atlanta, GA USA:
Eric Schoch, SVP of Global Retail Sales
SALES INDIVIDUAL CATEGORIES – Continued

National Sales Executive of the Year
Clarabridge, Great Falls, VA USA:
  Tom van Gorder, VP North America Sales
NCR Corporation, Atlanta, GA USA:
  Chad Bruhn, VP of Sales, North America
PRGX Global, Inc., Atlanta, GA USA:
  Amy Andrade, VP of Global Accounts
The Crypsis Group, McLean, VA USA:
  Alex Gross, Vice President for Sales

Sales Director of the Year
Bounteous, Chicago, IL USA:
  John Telford, SVP of Digital Solutions
NCR Corporation, Atlanta, GA USA:
  Matt Andrews, VP North America Sales
OxBlue Corporation, Atlanta, GA USA:
  George Clarke, Director of Sales
Sales Partnerships, Inc., Broomfield, CO USA:
  Brian Duxbury, Sales Director

Sales Manager of the Year
Allianz Global Assistance, Richmond, VA USA:
  Michelle Huffman, Sales Manager

Sales Operations Professional of the Year
Bounteous, Chicago, IL USA:
  Noelle Eun, Business Development Manager
Sales Partnerships, Inc., Broomfield, CO USA:
  Orion Wiseman, Vice President of Information Services
ServiceNow, Santa Clara, CA USA:
  Giles Giddings, Senior Director CSG Enablement – Operations

Sales Training or Education Professional of the Year
Cisco, San Jose, CA USA:
  Jodi Harris, Director of Global Onboarding Programs
ON24, San Francisco, CA USA: Mike Thanos, Sr. Director, Marketing Solutions & Sales Enablement
RAIN Group, Framingham, MA USA: Bob Croston, Veteran Sales Consultant
Sales Partnerships, Inc., Broomfield, CO USA: Jeff Valentine, Director, Sales and Training

Sales Representative of the Year – Business Services Industries
GoDaddy, Scottsdale, AZ USA:
  Jay Thomas, GoDaddy Sales Representative
Sales Partnerships, Inc., Broomfield, CO USA:
  Jamie Bevel, National Sales Manager

Sales Representative of the Year – Other Services Industries
Cinch Home Services, Boca Raton, FL USA:
  Jim Thomas, VP of Business Development

Sales Representative of the Year – Technology Industries
Chorus.ai, San Francisco, CA USA:
  Kat Nemmers, Senior Account Executive

Sales Representative of the Year – All Other Industries
Allianz Global Assistance, Richmond, VA USA:
  Mike Gross, Sales Representative
Gainesville Health & Fitness, Gainesville, FL USA:
  Karen Coley-Cannon, Sales Representative and Fitness Counselor

Woman of the Year in Sales
Cinch Home Services, Boca Raton, FL USA:
  Jennifer Gagne, Senior Account Executive
DHL Express Botswana, Gaborone, Botswana:
  Patricia Reynolds, Commercial Manager
Modis Bulgaria, Sofia, Bulgaria:
  Stela Tocheva, EMEA Sales Director
NCR Corporation, Atlanta, GA USA: Sophia Williams, VP & GM, Telecom & Technology Business Unit
Sales Partnerships, Inc., Broomfield, CO USA:
  Jamie Bevel, National Sales Manager
Tealium, San Diego, CA USA: Laurie Schrager, VP, Global Revenue Operations, Enablement & Education
TransPerfect, New York, NY USA: Martha Ferro Geller, Senior Vice President of Strategic Accounts
TTEC, Englewood, CO USA:
  Brittany Bell, Director of Sales and Service Delivery
UPMC Health Plan, Pittsburgh, PA USA:
  Jessica Williams, Manager, Medicare Sales
V3 Electric, Sacramento, CA USA:
  Kacey Cook, Director of Operations

PRESENTATION OF HONORARY GOLD STEVIE AWARD(S)

by ValueSelling Associates®
SALES TEAM CATEGORIES

Account Management Team of the Year
AdCellerant, Denver, CO USA:
AdCellerant Account Management team of the Year
Bounteous, Chicago, IL USA:
Client Service & Account Management Team
Cinch Home Services, Boca Raton, FL USA:
Account Team Manages Massive Growth in New Channel

Global Sales Team of the Year
Merrill Corporation, St. Paul, MN USA:
Merrill's Global Sales Team

National Sales Team of the Year
Bounteous, Chicago, IL USA:
National Sales Team, North America
Buildium, Boston, MA USA:
A Banner Year for the Buildium Sales Team
Clarabridge, Great Falls, VA USA: North America Sales Team
HomeServe USA, Norwalk, CT USA:
Sales no Fails for HomeServe National Sales Team
Nova Kreditna banka Maribor, Maribor, Slovenia:
Nova KBM National Sales Team
Sales Partnerships, Inc., Broomfield, CO USA:
Crushing targets nationwide while working an impossible target market
SoftPro, Raleigh, NC USA: 35 Years Reigning The Industry
Valley Forge Fabrics, Fort Lauderdale, FL USA:
The Valley Forge Fabrics Sales Team

Field Sales Team of the Year
Bounteous, Chicago, IL USA: Bounteous Field Sales Team
Sales Partnerships, Inc., Broomfield, CO USA:
Nationwide success in the spotlight of Wall Street
Sales Partnerships, Inc., Broomfield, CO USA: SPI Crushing Targets While Working The Hardest Imaginable Target List

Inside or Telesales Team of the Year
Allianz Global Assistance, Richmond, VA USA:
National Sales Team
BNP Paribas, Cardiff, Turkey: Designing a new Telesales Team with Segment Based Service Approach
Concentrix, Fremont, CA USA: An Exploration of Grit, Entrepreneurship, and Business Acumen – Inside Sales
DenizBank A.S., Istanbul, Turkey:
Highly productive, disciplined and efficient sales channel
HomeServe USA, Norwalk, CT USA:
Jack's Super Recruitment Telesales Team
UPMC Health Plan, Pittsburgh, PA USA:
UPMC Telesales Team: Beyond Telesales
Wolverine Worldwide Contact Center, Richmond, IN USA:
Wolverine Worldwide Inside Sales, From Forgotten to Our Strategic Advantage

Sales Support Team of the Year – Business Services Industries
IBM, Armonk, NY USA:
IBM Americas Strategic Deal Squad (SDS)

Sales Support Team of the Year – Other Service Industries
Cinch Home Services, Boca Raton, FL USA:
The Unsung Heroes In Sales – Cinch Real Estate Sales Support Team (CRESST)
Delta Vacations, Minot, ND USA:
Reservations Support: All Hands on Deck
IBM, Armonk, NY USA:
Transforming Services Support for Latin America

Sales Support Team of the Year – Technology Industries
IBM, Armonk, NY USA: Delivering Efficiencies and Workload Reduction in IT Outsourcing Contracts
IBM, Armonk, NY USA:
HENRY – Smart Bid Management Assistant
IBM, Armonk, NY USA: IBM DSW Quote-to-Cash (Q2C) Operations Transformation
SALES TEAM CATEGORIES – Continued

Sales Support Team of the Year – All Other Industries
HUB International, Chicago, IL USA:
  HUB’s Specialty Support Team – The Building of 8 Practices
IBM, Armonk, NY USA:
  Support Team Automation of Delivery Order Services in Japan
SIMONA Boltaron, Newcomerstown, OH USA:
  SIMONA Boltaron Customer and Sales Support Team
UPMC Health Plan, Pittsburgh, PA USA:
  UPMC Sales Support Team: Effecting the Close

Sales Operations Team of the Year
Cricket Wireless, Atlanta, GA USA:
  Innovative Velocity Program to Drive Sales and Enhance the Overall Customer Experience
Delta Vacations, Minot, ND USA:
  The Delta Vacations Operations Team
IBM, Armonk, NY USA:
  Operational Excellence in Software Discovery
Sales Partnerships, Inc., Broomfield, CO USA:
  SPI Sales Operations Making Near Impossible Work Seamlessly

Virtual Technology Sales Enablement and Pre-sales Team of the Year
Lexmark, Lexington, KY USA:
  Lexmark’s effective use of virtual sales enablement tool to support a global sales force

Sales Management Team of the Year
Covestic, Kirkland, WA USA:
  John Schaffer, CEO; Shane Yost, VP Sales; Scott Jacocks, VP Delivery; Eric Smith, Solutions/Pre-sales
Delta Vacations, Minot, ND USA:
  Customer Engagement Center Vacation Sales Management Team
Tivity Health, Franklin, TN USA:
  Tivity Health Sales Management Team

CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES

Award for Innovation in Customer Service – Computer Industries
Achievers, Toronto, ON, Canada: Chat Bot
CareerArc, Burbank, CA USA:
  CareerArc Client Success: Transforming Customer Service via an Innovative Partnership Model
Constant Contact, Waltham, MA USA:
  Constant Contact Voice of the Customer Innovation
Dataprise, Rockville, MD USA:
  The Dataprise Technical Engineering Center – A Unique, Innovative Customer Service Experience
Dell Technologies, Roundrock, TX USA:
  Digital Transformation Services – Dell Technologies
Dell Technologies, Roundrock, TX USA:
  Mainboard BIST – Dell Technologies
Druva, Sunnyvale, CA USA:
  Druva’s Impactful, Innovative Customer Experience Platform
IBM, Armonk, NY USA: Winning by Predicting Data:
  Cycle Time & Throughput Prediction
Khoros, Austin, TX USA:
  Khoros Product Coaching – Proactive, Personal and Hands-on Help
Mailchimp, Atlanta, GA USA:
  Scaling Support Through Innovation: Mailchimp’s Journey to Becoming an All-in-one Marketing Platform
NetApp, Inc., Sunnyvale, CA USA:
  NetApp Support Site – Digital Innovation
Rimini Street, Pleasanton, CA USA:
  Rimini Street Global Service Delivery Innovation Team
  Originates AI and Machine-Learning Platform to Increase Client Satisfaction and Internal Efficiencies
ServiceNow, Santa Clara, CA USA:
  ServiceNow’s Leading-Edge and Emerging Technology
Spinnaker Support, Greenwood Village, CO USA:
  Spinnaker Support – Global Tax and Regulation Compliance Team
Strikedeck, a Medallia company, San Mateo, CA USA:
  Innovations in Customer Service Capabilities
Wolters Kluwer’s ELM Solutions, Houston, TX USA:
  ELM Solutions Innovates through Proactive Customer Service
### CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES — Continued

#### Award for Innovation in Customer Service — Financial Services Industries
- **Cathay Life Insurance Co., Ltd., Taipei, Taiwan:**
  - Cathay Life’s Innovative customer service
- **ConnectiCare, Farmington, CT USA:**
  - ConnectiCare centers, bringing our mission to life
- **DenizBank A.S., Istanbul, Turkey:**
  - Creating Value with Human Touch and Pro-active Virtual Assistant
- **EmblemHealth, New York, NY USA:**
  - Gold Star Service
- **Nationwide Advisory Solutions (NAS), Louisville, KY USA:**
  - NAS Concierge Services: Exclusive Services Suite Built to Meet the Unique Needs of RIAs and Fee-Based Advisors
- **Odeabank A.S., Istanbul, Turkey:**
  - Odeabank Oksi Bot
- **OneWest Bank, Pasadena, CA USA:**
  - Committed to the neighborhoods where we live and work
- **Optima Tax Relief, LLC, Santa Ana, CA USA:**
  - Optima Tax Relief, LLC
- **QNB Finansbank, Istanbul, Turkey:**
  - QNB Finansbank’s customer service innovation – QNB First Digital
- **USAA, San Antonio, TX USA:**
  - USAA’s Virtual Agent (Nuance-Powered Virtual Agent)
- **VPay, Plano TX USA:**
  - Innovative Solution to a Complicated Payment Delivery Method Request

#### Award for Innovation in Customer Service — Other Service Industries
- **Concentrix, Fremont, CA USA:**
  - Solv Crowdsource Platform – 21st century Customer Service Disruption
- **DHL Express Customer Service, Tempe, AZ USA:**
  - Remote Booking Closure Rate, We Book As One!
- **DHL Express, Tempe, AZ USA:**
  - Communication and Action Portal (CAP)
- **Guardian Protection Products, Inc., Hickory NC USA:**
  - Reinventing the Wheel (All 4 of Them)
- **Tata Consultancy Services, Mumbai, Maharashtra, India:**
  - Transformation of Public Services in India through Passport Seva Project by TCS
- **UPMC Health Plan, Pittsburgh, PA USA:**
  - UPMC Health Plan Award for Innovation in Customer Service – MPG Tool
- **WNS (Holdings) Limited, Mumbai, India:**
  - Embedded Analytics in Collections
- **WNS (Holdings) Limited, Mumbai, India:**
  - OPEX and O2 story for CIS

#### Award for Innovation in Customer Service — Telecommunications Industries
- **Concentrix, Fremont, CA USA:**
  - DISH Network Enhances Customer Experience with Concentrix Conversational Virtual Assistant
- **KT, Seoul, South Korea:**
  - KT’s Moving the Hearts of Customers – the “Amazing Handwritten Letter” Event
- **Nextiva, Scottsdale, AZ USA:**
  - Nextiva’s proven dedication to Amazing Service
- **StarHub Ltd., Singapore:**
  - Transforming the StarHub Customer Experience Through #HelloChange
- **Tata Communications (UK) Limited, London, United Kingdom:**
  - We Invest In Customer Service
- **Vodafone Turkey, Istanbul, Turkey:**
  - Vodafone Turkey’s Innovation in Customer Service

#### Award for Innovation in Customer Service — All Other Industries
- **CoverMyMeds, Columbus, OH USA:**
  - CoverMyMeds Style Guide
- **DHL Express U.S., Tempe, AZ USA:**
  - Omni Channel Team successfully influence customer and employees satisfaction
- **DHL Express Vietnam, Ho Chi Minh City, Vietnam:**
  - Customer Service Team Innovation
- **Enterprise Fleet Management, St. Louis, MO USA:**
  - Enterprise Fleet Management’s Account Management Strategy
- **First American Database Solutions, Santa Ana, CA USA:**
  - DataTree by First American – Meeting Customer Workflow and Efficiency Needs Through AI, OCR, and Big Data
- **Flipkart Internet, Bengaluru, Karnataka, India:**
  - Seller Support at each stage of Lifecycle
- **Gladly, Inc., San Francisco, CA USA:**
  - Simplified Customer Service: For the Customer and the Agent
- **HomeServe USA, Norwalk, CT USA:**
  - Self Fix – Innovating New Solutions to Provide Immediate Customer Resolutions
- **NICE, Hoboken, NJ USA:**
  - NICE Real Time Authentication and Fraud Prevention
- **Sterling Volunteers, A Sterling Company, Fort Collins, CO USA:**
  - Innovative Service Excellence
- **Travelzoo, New York, NY USA:**
  - CX Feedback Fuels Our Front Line’s Personal Power
- **VIZIO Inc., Irvine, CA USA:**
  - Contact Deflection: COVEO – What gets measured gets managed
CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – Continued

Best Customer Engagement Initiative

Akbank TAS, Istanbul, Turkey:
Unparalleled Customer Experience Initiative

American Airlines, Ft. Worth, TX USA:
Supporting the Spectrum

BLUEJEANS, Silicon Valley, CA USA:
Upping the Ante with Proactive Customer Service

Command Alkon, Birmingham, AL USA:
Command Alkon HERO Story

Con Edison, New York, NY USA: Smart Energy Plan

ConnectiCare, Farmington, CT USA:
ConnectiCare centers, bringing our mission to life

Constant Contact, Waltham, MA USA:
Constant Contact Lifecycle Initiative

Cvent Inc, McLean, VA USA:
Client Success Team Platform Support Desk

Dell Technologies, Roundrock, TX USA:
SupportAssist Proactive & Custom Notifications – Dell Technologies

DenizBank A.S., Istanbul, Turkey:
We maximized our efficiency with KOBI’Deniz while keeping our customers happy

DHL Express Mexico, Mexico City, Mexico: I’ve got the power!

GoDaddy, Scottsdale, AZ USA:
GoDaddy Guides the Way to Customer Engagement

IBM, Armonk, NY USA:
IBM Partner Ecosystem NPS Program

Industville, London, United Kingdom: Engaging our customers

ServiceNow, Santa Clara, CA USA:
Ruthlessly Focused on Customer Success

SolarWinds, Austin, TX USA:
How the Customer Success Managers at SolarWinds Fulfill Customers’ Need for Speed

SolarWinds, Austin, TX USA: Improving Customer Satisfaction With SolarWinds Smart Start

SolarWinds, Austin, TX USA:
Three Key Strategies SolarWinds Has Used to Create a World Class Customer Success Center

Strikedock, a Medallia company, San Mateo, CA USA:
Innovations in Customer Engagement Initiatives

UPMC Health Plan, Pittsburgh, PA USA:
UPMC Health Plan’s Connect Centers

Verint, Melville, NY USA: Verint’s Customers4Life program

Best Customer Feedback Strategy

Allianz Global Assistance, Richmond, VA USA:
Voice of Customer (VoC) program

Arkk Solutions, London, United Kingdom:
High quality implementations and continuously improving product support

Delta Air Lines, Atlanta, GA USA:
Delta Air Lines, Global Sales Support – No One Better Connects The World

DHL Express, Dhaka, Bangladesh:
4 different channels to capture VoCs.

Druva, Sunnyvale, CA USA: Druva’s Customer First Strategy

HomeServe USA, Norwalk, CT USA:
Leveraging Survey Feedback for Customer Excellence

IBM, Armonk, NY USA:
Transformation driven by client feedback

IBM, Armonk, NY USA:
IBM Partner Ecosystem NPS Program

Kronos Incorporated, Lowell, MA USA:
You Spoke, We Listened: How Kronos Revolutionized Its Customer Feedback Strategy

NIC, Inc., Olathe, KS USA:
NIC Service & Operations Support – Improving Feedback and the User Experience

Support Services Group, Atlanta, GA USA:
Support Services Group – Establishing a Robust Customer Feedback Strategy

Travelzoo, New York, NY USA:
Design-Driven Feedback Drives Up Customer Satisfaction With Service

Willis Towers Watson, South Jordan, UT USA:
Enhancing the Customer Experience through Feedback
CUSTOMER SERVICE & CONTACT CENTER
ACHIEVEMENT CATEGORIES – Continued

Best Customer Satisfaction Strategy

Aktif Bank, Istanbul, Turkey:
Aktif Bank – N Kolay Bono Customer Experience
Arkansas.gov Help Desk Team, Little Rock, AR USA:
Delivering Unprecedented Customer Satisfaction through Innovation
Autosoft, Inc., West Middlesex, PA USA:
Autosoft Customer Satisfaction Strategy
BlackBerry Limited, Waterloo, ON Canada:
Industry Leading CSAT for Enterprise Software Support
Concentrix, Fremont, CA USA:
Customer Centric Culture Drives Call Center Achievement
ConnectiCare, Farmington, CT USA:
ConnectiCare centers, bringing our mission to life
Cvent Inc., McLean, VA USA:
Cvent’s Customer Satisfaction Strategy
Dell Technologies, Roundrock, TX USA:
Customer Experience Prediction Index – Dell Technologies
DHL Express Mexico, Mexico City, Mexico:
Best Customer Satisfaction ever... Nothing stop us!
DHL Express, Casablanca, Morocco:
NPA. Listen to your customer. How Was I?
Druva, Sunnyvale, CA USA:
Druva’s Innovations in Customer Success
Easyship, Sheung Wan, Hong Kong: The Successful Implementation of a Balanced Scorecard
Elevation Home Energy Solutions, Chandler, AZ USA:
Elevate the Home Energy Experience
Guidebook, Inc., San Francisco, CA USA:
Made-to-Order Customer Experiences: Guidebook’s Proactive Strategy to Satisfying Customers
Hedef Filo, Istanbul, Turkey: Voltron Project

HomeServe USA, Norwalk, CT USA:
Exceptional Service Through a Best-in-Class Customer Satisfaction Strategy
IBM, Armonk, NY USA: Living the NPS Culture
iWave, Charlottetown, Prince Edward Island, Canada:
iWave Fundraising Intelligence Software
John Hancock Financial Services, Boston, MA USA:
Narrowing the Gap: Evolution of Customer Experience
Kira Systems, Toronto, ON Canada:
Kira Systems’ Client Service Strategies
League Inc., Toronto, ON Canada:
League Inc.’s HBX Benefits platform
Michael Kors, New York, NY USA:
Increasing Customer Satisfaction for Warranty Support
MRO Corp, Norristown PA USA:
MRO Implementation Team
OnPoint Warranty Solutions LLC, Louisville, KY USA:
OnPoint focus on customer experience
QNB Finansbank, Istanbul, Turkey:
Customer satisfaction strategy – QNB First
WNS (Holdings) Limited, Mumbai, India:
Recovery story on CSAT

Best Return on Customer Service Investment

4ocean, Boca Raton, FL USA:
4ocean’s customer experience management (CEM) program, Clarabridge Engage
Dell Technologies, Roundrock, TX USA:
Enhanced Pre-Boot System Check Technology to Auto Resolve Pre-OS Problems – Dell Technologies
Delta Vacations, Minot, ND USA:
Navigator: Early Payoff and Continued Returns
Druva, Sunnyvale, CA USA:
Druva Delivers Next-Gen Customer Service
ICON Communication Centres s.r.o., Prague, Czech Republic:
ICON: Driving Client’s ROI
Purchasing Power, LLC, Atlanta, GA USA:
Implementing IVR to Raise Customer Service Performance
Sun Basket, San Jose, CA USA:
Vastly improved subscription cancellation process
CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – Continued

Best Use of Customer Insight

Bloomfire, Austin, TX USA:
How Bloomfire Helps DraftKings Make the Voice of the Customer Central to Product Innovation

Dell Technologies, Roundrock, TX USA:
Customer Experience Prediction Index – Dell Technologies

DenizBank A.S., Istanbul, Turkey:
We maximized our efficiency with KOBIDeniz while keeping our customers happy

DHL Express El Salvador, La Libertad, El Salvador:
Leads Generation El Salvador, through Customer Service Agents

EMI Strategic Marketing, Boston, MA USA:
State Street Global Advisors Predictive Analytics

HireVue, South Jordan, UT USA:
Preventing, Optimizing, and Responding

HomeServe USA, Norwalk, CT USA:
Facing Customer Insight with an Open & Honest VOTC Committee

Intuit, Mississauga, ON Canada:
Using Customer Insight to Improve the Warranty Process

Khoros, Austin, TX USA:
Seek out and Listen...

Michael Kors, New York, NY USA:
Using Customer Insight to Improve the Warranty Process

Sisense, New York, NY USA:
Sisense Customer Insight

Tani, Istanbul, Turkey:
Smart Campaign Recommendation Engine

Teachable, New York, NY USA:
Teachable Transforms Customer Insights into Customer Success

UserTesting, San Francisco, CA USA:
UserTesting’s ‘Customers First’ Initiatives

Wheels Inc., Des Plaines, IL USA:
Wheels’ Responsiveness Initiative

Wheels Inc., Des Plaines, IL USA:
Wheels’ Kaizen Events

WNS (Holdings) Limited, Mumbai, India:
Exemplary Customer Service

WNS (Holdings) Limited, Mumbai, India:
Moments of Truth (MoT) Analyses

Best Use of Technology in Customer Service – Computer Industries

Autosoft, Inc., West Middlesex, PA USA:
Autosoft Technology Strategy

Bottomline Technologies, Portsmouth, NH USA:
Our customer’s experience is worth the investment!
Innovative Technology that Delights!

Dell Technologies, Roundrock, TX USA:
Dispatch Automation – Dell Technologies

Dell Technologies, Roundrock, TX USA:
E.C.H.O – Dell Technologies

Dell Technologies, Roundrock, TX USA:
SupportAssist OS Recovery and Helper App – Dell Technologies

Dell Technologies, Roundrock, TX USA:
Voice Analytics – Customer Sentiment – Dell Technologies

Druva, Sunnyvale, CA USA:
Druva Delivers Next-Gen Customer Service

IBM, Armonk, NY USA:
Ledger Booking Automation

Intuit, Mississauga, ON Canada:
One Intuit Help System

NetApp, Inc., Sunnyvale, CA USA:
NetApp Support Site – Digital Innovation

Rubrik, Palo Alto, CA USA:
Rubrik’s Path To Contact Center Transformation With SearchUnify

Best Use of Technology in Customer Service – Financial Services Industries

Allianz Global Assistance, Richmond, VA USA:
Shift to Robotic Process Automation (RPA)

Assurant, Atlanta, GA USA:
E-PASS: Self-Service Insurance Claim Tracking

DenizBank A.S., Istanbul, Turkey:
Differentiation with a Perfect Implementation

ICON Communication Centres s.r.o., Prague, Czech Republic:
ICON: Business Optimization Through Technology

John Hancock Financial Services, Boston, MA USA:
Customer Experience Transformation with Amazon Connect

National General Lender Services, Mesa, AZ USA:
Enhanced IVR Yields Increase in Self-Service Completions and Customer Satisfaction

Optima Tax Relief, LLC, Santa Ana, CA USA:
Optima Tax Relief, LLC

Pacific Life, Newport Beach, CA USA:
Partnering with Today’s Tech to Bolster Customer Experience

QNB Finansbank, Istanbul, Turkey:
QNB Finansbank-best use of technology -QNB First Digital
CUSTOMER SERVICE & CONTACT CENTER
ACHIEVEMENT CATEGORIES – Continued

Best Use of Technology in Customer Service – Other Service Industries
Buildium, Boston, MA USA: Improving the Customer Experience with Efficient Technology
Cisco Systems, San Jose, CA USA: Autonomous DB Refresh System for Improved Customer Satisfaction
Concentrix, Fremont, CA USA: Multi Language Digital Solution Transforms CX
DHL Express, Guatemala, Guatemala City, Guatemala: DHL Express Guatemala
HomeServe USA, Norwalk, CT USA: Smart IVR Solutions For Emergency Repair Requests
Paychex, Inc., Rochester, NY USA: Paychex Flex Assistant
Vodafone Turkey, Istanbul, Turkey: Vodafone Turkey’s new technology solution, Firsattim (My Offer/Opportunity)
Wheels Inc., Des Plaines, IL USA: Wheels’ Request Management

Best Use of Technology in Customer Service – Telecommunications Industries
KT, Seoul, South Korea: KT’s ‘SoPeaker(Small+Speaker)’, a channel through which suggestions for service improvement can be made by using the QR code
Nuance Communications, Burlington, MA USA & Telus Communications Vancouver, BC Canada: TELUS Taps Nuance Conversational AI to Enhance Customer Experience

Best Use of Technology in Customer Service – All Other Industries
DHL Express nv, Belgium, Diegem, Belgium: Dex, BE CS’s internal AI-bot
Enterprise Fleet Management, St. Louis, MO USA: Enterprise Fleet Management’s New Fleet Replacement Analysis Tool

Best Use of Technology in Customer Service – Telecommunications Industries
First American Database Solutions, Santa Ana, CA USA: Supporting the Real Estate Industry by Integrating Disparate Datasets, Harnessing AI and Driving Workflow Efficiencies in a Single Platform: TitleFlex by DataTrace
HomeServe USA, Norwalk, CT USA: Enhancing the Customer Experience Through Advancements in Mobile Technology
Humana, Louisville KY & Nuance Communications, Inc., Burlington, MA USA: Humana Levels Up Its Customer Care with Nuance Intelligent, Conversational IVR
Tani, Istanbul, Turkey: Station Detective
Travelzoo, New York, NY USA: CX Feedback Fuels Our Front Line’s Personal Power
VIZIO Inc., Irvine, CA USA: SMS Messaging

Customer Service Training or Coaching Program of the Year – Business Services Industries
iQor, St. Petersburg, FL USA: iQor’s sQholarly Path to Leadership
VXI Global Solutions, Los Angeles, CA USA: VXI’s Performance Pro 360 and Training Simulator

Customer Service Training or Coaching Program of the Year – Other Service Industries
Cinch Home Services, Boca Raton, FL USA: YourTrack, Taking Career Pathing to a New Level
Delta Vacations, Minot, ND USA: Delta Vacations New Hire Onboarding
Fiserv Brookfield, WI USA: New Associate Onboarding Experience – Fiserv-Bank Solutions Client Services
Liveops Inc., Scottsdale, AZ USA: Liveops Learning & Development
UniFirst Corporation, Wilmington, MA USA: UniFirst Develops 30 on Thursday Internal Training Initiative
UPMC Health Plan, Pittsburgh, PA USA: UPMC Health Plan’s new a 15-week plan to prepare new hires
Willis Towers Watson, South Jordan, UT USA: Via Benefits University – A Program Tethered To Emotional Intelligence, Senior Sensitivity, and Elder Advocacy
CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES — Continued

Customer Service Training or Coaching Program of the Year — Technology Industries
CivicPlus Technical Support: CivicSupport, Manhattan, KS USA: CivicSupport<sup>®</sup> – WE are Customer Experience
Clever, San Francisco, CA USA:
Redesigned Onboarding and Quality Assurance Programs
Ovent Inc, McLean, VA USA: New-Cventer-Experience
IBM, Armonk, NY USA:
Enterprise Business Agility – Agile Accelerate@IBM
IBM, Armonk, NY USA:
On a Journey to building a Culture of Client Advocacy
Khoros, Austin, TX USA:
Khoros Product Coaching – Proactive, Personal and hands-on help
Linode, Philadelphia, PA USA:
Linode Support’s Year of Feedback Training Program

Customer Service Training or Coaching Program of the Year — All Other Industries
DHL Express, Arnhem, The Netherlands:
Customer Service New Hire Training Journey
MTM, Lake St. Louis, MO USA:
MTM’s Coaching Program of the Year – The Bench!

e-Commerce Customer Service Award — Computer Industries
IBM, Armonk, NY USA:
Delivering value and building the foundation for client’s success
Mailchimp, Atlanta, GA USA:
Becoming an All-in-one Marketing Platform:
How Our Support Team Helped Make it Happen

e-Commerce Customer Service Award — Financial Services Industries
SurePayroll, Glenview, IL USA:
You Can Have Whatever You Like: Delivering the Appropriate User Experience at Scale

e-Commerce Customer Service Award — Other Service Industries
WNS (Holdings) Limited, Mumbai, India:
Reducing Turnaround Times for an American e-commerce company

e-Commerce Customer Service Award — All Other Industries
Qurate Retail Group, West Chester, PA USA:
An Exceptional Customer Experience on Digital and Social

Leader in Transforming Consumer Engagement Models
Sponsored by HCL

Consumer Reports, Yonkers, NY USA:
Sue Melfi, Director of Member Support
Kraft Heinz, Glenview, IL USA: Rama Rengarajan, Director, R&D Technical Services & Consumer
Nestle USA, Solon, OH USA: Bonita Cleveland, Manager, Consumer Engagement Services

CUSTOMER SERVICE DEPARTMENT CATEGORIES

Customer Service Department of the Year — Airlines, Distribution & Transportation
Delta Air Lines, Global Sales Support, Atlanta, GA USA
DHL Express Colombia LTDA, Bogota, Colombia
DHL Express, Bangkok, Thailand
DHL Express, Beirut, Lebanon
DHL Express, Buenos Aires, Argentina
DHL Express, Dhaka, Bangladesh
DHL Express Jordan, Amman, Jordan
DHL Express, Manila, Philippines
DHL Express SAC, Lima, Peru
DHL Express Uruguay S.RL, Canelones, Uruguay
DHL Express Vietnam, Ho Chi Minh City, Vietnam
DHL Express, San Jose, Costa Rica

Customer Service Department of the Year — Computer Hardware
Unitrends, Burlington, MA USA
CUSTOMER SERVICE DEPARTMENT
CATEGORIES – Continued

Customer Service Department of the Year – Computer Services
Achievers, Toronto, ON, Canada
CareerArc, Burbank, CA USA
iboss, Boston, MA USA
Linode, Philadelphia, PA USA
ReputationDefender.com, Redwood City, CA USA
Remini Street, Pleasanton, CA USA
SiteGround Hosting Group, International (USA, EU, Spain, Italy)
Spinnaker Support, Greenwood Village, CO USA

Customer Service Department of the Year – Computer Software – Up to 100 Employees
Agilence, Mt. Laurel, NJ USA
Brainier Solutions, Inc., Minneapolis, MN USA
BrightMove, Saint Augustine, FL USA
Carbonite, Inc., Boston, MA USA
Concord, San Francisco, CA USA
DATABASICS, Reston, VA USA
Druva, Sunnyvale, CA USA
Dynamicssoft, Vancouver, BC Canada
Guidebook, Inc., San Francisco, CA USA
LiveAuctioneers LLC, New York, NY USA
Mobile Labs, Atlanta, GA USA
Olark, San Francisco, CA USA
Openwater Software, Inc., Arlington, VA USA
PeopleKeep, Salt Lake City, UT USA
PipelineDeals, Seattle, WA USA
POMS Corporation, Sterling, VA USA
Rocket Matter, Boca Raton, FL USA
SnapEngage, Boulder, CO USA
TEKLYNX Americas, Whitefish Bay, WI USA
Timely, Dunedin, Otago, New Zealand
Total Defense, Hauppauge, NY USA
Zenput, San Francisco, CA USA

Customer Service Department of the Year –
Computer Software – 100 or More Employees
Allego, Needham, MA USA
Alloy Software, Bloomfield, NJ USA
AppFolio, Inc., Goleta, CA USA
Ascentis, Eden Prairie, MN USA
Autodesk Construction Solutions, San Francisco, CA USA
AWebber – Email Marketing, Chalfont, PA USA
BlueCat Networks Inc., Toronto, ON Canada
CampusLogic, Chandler, AZ USA
Catchpoint, New York, NY USA
ComplySci, New York, NY USA
Cvent Inc., McLean, VA USA
Daxko, Birmingham, AL USA
Diligent Corporation, New York, NY USA
Envestnet MoneyGuide, Powhatan, VA USA
Epicor Software, Austin TX USA
FieldEdge, Atlanta, GA/ Fort Myers, FL USA
Front, San Francisco, CA USA
Highspot, Seattle, WA USA
Intuit, Mississauga, ON Canada
Jenzabar, Boston, MA USA
Jobber, Edmonton, AB, Canada
Justworks, New York City, NY USA
Kareo, Irvine, CA USA
Kaspersky, Woburn, MA USA
Kira Systems, Toronto, ON Canada
Listrak, Lititz, PA USA
Loopio Inc., Toronto, Ontario, Canada
Mailchimp, Atlanta, GA USA
Netigate AB, Stockholm, Sweden
Openlink Financial, Uniondale, NY USA: ION Openlink
Payfactors, Quincy, MA USA
Pushpay, Redmond, WA USA
Replicon, Inc., Redwood City, CA USA
RFPIO, Inc., Beaverton, OR USA
SoftPro, Raleigh, NC USA
Unitrends, Burlington, MA USA
Vend HQ, Auckland, New Zealand
Verimatrix, San Diego, CA USA
Zix and AppRiver, Boston, MA USA
CUSTOMER SERVICE DEPARTMENT CATEGORIES – Continued

Customer Service Department of the Year – Consumer Products & Services
4ocean, Boca Raton, FL USA
Dell Technologies, APJ Premium Tech Support, Roundrock, TX USA
Hisense USA, Suwanee, GA USA
Optum Patient Acquisition and Retention (PAR), Phoenix, AZ USA
Panera Bread, St. Louis, MO USA
Sontiq, Inc., Nottingham, MD USA
xneelo (formerly Hetzner), Durbanville, Cape Town, South Africa

Customer Service Department of the Year – Financial Services – Up to 100 Employees
Arch RoamRight, Hunt Valley, MD USA
Care.com HomePay, Austin, TX USA
Squaremouth, Inc., St. Petersburg, FL USA
Wells Fargo Merchant Services – Account Management, Concord, CA USA

Customer Service Department of the Year – Financial Services – 100 or More Employees
Allianz Global Assistance, Richmond, VA USA
BNY Mellon’s Albridge, Pennington, NJ USA
DenizBank A.S., Istanbul, Turkey
Merrill Corporation, St. Paul, MN USA
Optima Tax Relief, LLC, Santa Ana, CA USA
United Shore Financial Services, Troy, MI USA
Verifi, Los Angeles, CA USA

Customer Service Department of the Year – Healthcare, Pharmaceuticals, and Related Industries
MRO Corp, Norristown, PA USA
OptumCare, Phoenix, AZ USA
Ortho Clinical Diagnostics, Raritan, NJ USA
RxBenefits, Inc., Birmingham, AL USA
SCAN Healthplan, Long Beach, CA USA
Stride Health, San Francisco, CA USA
TSI Healthcare, Chapel Hill, NC USA
UPMC Health Plan, Pittsburgh, PA USA
Willis Towers Watson, South Jordan, UT USA

Customer Service Department of the Year – Leisure & Tourism
CruiseDirect.com, Morristown, NJ USA

Customer Service Department of the Year – Public Services & Education
Arkansas.gov Help Desk Team, Little Rock, AR USA
Edureka, Bangalore, Karnataka, India
OmniUpdate, Camarillo, CA USA

Customer Service Department of the Year – Retail
Qurate Retail Group, West Chester, PA USA

Customer Service Department of the Year – Telecommunications
Access One Inc., Chicago, IL USA
AireSpring, Van Nuys, CA USA
MetTel, Austin, TX USA
Nextiva, Scottsdale, AZ USA
StarHub Ltd., Singapore
Verimatrix, San Diego, CA USA

Customer Service Department of the Year – All Other Industries
ARIX, Bountiful, UT USA
Bandai Namco Entertainment Europe S.A.S., Lyon, France
Clarus Commerce, Rocky Hill, CT USA
Contact Lens King Inc., Champlain, NY USA
Copyright Clearance Center (CCC), Danvers, MA USA
DHL Dominicana, Santo Domingo, Dominican Republic
HomeServe USA, Norwalk, CT USA
Justworks, New York City, NY USA
Legacy.com, Chicago, IL USA
PR0 Unlimited, Marlton, NJ USA
VIPKid, San Francisco, CA & Beijing, China

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CUSTOMER SERVICE & CONTACT CENTER

INDIVIDUAL CATEGORIES

Front-Line Customer Service Professional of the Year – Business Services Industries

CyberScout, Scottsdale, AZ USA:
  Vanessa DePiano, Fraud Investigator

DHL Express, Johannesburg, South Africa:
  Valencia Mahlalela, Frontline Customer Service Professional

Front-Line Customer Service Professional of the Year – Financial Services Industries

AllClear ID, Austin, TX USA:
  Morgan Gilchrist, Licensed Investigator

BNY Mellon’s Albridge, Pennington, NJ USA:
  Lottyette King, Senior Client Services Rep

Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA:
  Dori Crawford, Dedicated Client Service Officer

Front-Line Customer Service Professional of the Year – Other Service Industries

American Airlines, Ft. Worth, TX USA:
  Janna Pendley, Customer Relations Specialist

Front-Line Customer Service Professional of the Year – Technology Industries

Carbonite, Inc., Boston, MA USA:
  John Merritt, Level-3 engineer/agent

Mobile Labs, Atlanta, GA USA:
  Tyler Mullen, Technical Support Engineer

Mobile Labs, Atlanta, GA USA:
  Will Greene, Technical Support Group Engineer

Rimini Street, Pleasanton, CA USA:
  Arun Srinivasalu, Senior Support Engineer, Global Technology Support Australia

Verimatrix, San Diego, CA USA:
  Eric Johnson, Technical Support Engineer

Front-Line Customer Service Professional of the Year – All Other Industries

HomeServe USA, Norwalk, CT USA:
  Heather Beveridge, Technical Specialist Team Lead

HomeServe USA, Norwalk, CT USA:
  Tifani Glenn, Repair Management WOW Team

Tivity Health, Franklin, TN USA:
  Beth Klauder, Online Support Team

Back-Office Customer Service Professional of the Year – Financial Services Industries

Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA: Son Le, Research Service Officer

Back-Office Customer Service Professional of the Year – Other Service Industries

Cinch Home Services, Boca Raton, FL USA:
  Brandon Galloway, Offline Authorization Supervisor

Cisco Systems, San Jose, CA USA: Gazanfurali Mohammed, Datacenter Emergency Management Administration

DHL Express, Lagos, Nigeria:
  Lolade Akilapa, Business Support Analyst

Back-Office Customer Service Professional of the Year – Technology Industries

BlueCat Networks Inc., Toronto, ON Canada:
  Jubin George, Customer Service Professional

FCM Travel Solutions, Boston, MA USA:
  Janice Johnson, FCM Global Support Rock Star

Paycor, Cincinnati, OH USA:
  John Groves, EDI Benefits Consultant

Ricoh USA, Inc., Exton, PA USA:
  David Pagenkopf, Project Manager, Customer Experience

Back-Office Customer Service Professional of the Year – All Other Industries

DHL Express Vietnam, Ho Chi Minh City, Vietnam:
  Ms. Nguyen Phuong Thuy, Customer Care Supervisor

HomeServe USA, Norwalk, CT USA:
  Ashton Farrow, Manager, Back Office and Enrollments

Sun Basket, San Jose, CA USA:
  Donald Rocha, Customer Service Team Lead
CUSTOMER SERVICE & CONTACT CENTER
INDIVIDUAL CATEGORIES — Continued

Young Customer Service Professional of the Year — Business Services Industries

DHL Express, Johannesburg, South Africa:
Karabo Lewele, Quality Assurance Specialist

Young Customer Service Professional of the Year — Financial Services Industries

AllClear ID, Austin, TX USA: Meredith Rials, Quality Analyst
Cinch Home Services, Boca Raton, FL USA:
Davel Daverman, Executive Claims Specialist
Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA: Patrick Petrousian, Treasury Service Team Lead

Young Customer Service Professional of the Year — Other Service Industries

DHL Express Mexico, Mexico City, Mexico:
Cytlali Jazmin, Social Media and Office of the President Leader.

Young Customer Service Professional of the Year — Technology Industries

BlueCat Networks Inc., Toronto, ON Canada:
Alex Zamyatin, Enterprise Support Analyst
Paycor, Cincinnati, OH USA:
Nick White, Senior Implementation Consultant

Young Customer Service Professional of the Year — All Other Industries

DHL Express Vietnam, Ho Chi Minh City, Vietnam:
Ms. Nguyen Mong Thuy Nhi, Customer Care Advisor
HomeServe USA, Norwalk, CT USA:
Savanah Gray, Quality Assurance Team
Hunter Plastic Surgery, Charlestown, NSW Australia:
Jessica Laing, Practice Manager
Sun Basket, San Jose, CA USA:
Alfred Appiah, Premiere Support Specialist
Sun Basket, San Jose, CA USA:
Kristen Barnes, Content Lead

Contact Center Leader of the Year

HomeServe USA, Norwalk, CT USA:
Scott Weddle, Director of Inbound Sales and Customer Service

VXI Global Solutions, Los Angeles, CA USA:
Jared Morrison, Chief Operating Officer

Contact Center Manager of the Year

Allianz Global Assistance, Richmond, VA USA:
Sandra Gomez, Contact Center Manager

BNY Mellon’s Albridge, Pennington, NJ USA:
Maria Catana (VP, Albridge) – Manager of Client Services and Enterprise Support

Carbonite, Inc., Boston, MA USA:
Erik Price, Global Director of Service Delivery

Cinch Home Services, Boca Raton, FL USA:
Kent Hansen, Director of Telesales and Retention

CoverMyMeds, Columbus, OH USA:
David Myers, Customer Operations Manager

DHL Express Côte d’Ivoire, Abidjan, Côte d’Ivoire:
Esther Mani Becoin, Head of Customer Service

ReceiptHQ, Phoenix, AZ USA:
Amy Shaw, Contact Center Manager

Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA: Kristie Clark, Treasury Services Manager for National Sales Group

Contact Center Professional of the Year

Carbonite, Inc., Boston, MA USA:
Becky Allen, Project Manager – Operations Support

DHL Express Vietnam, Ho Chi Minh City, Vietnam:
Tuan Manh, Customer Contact Center (CCC) Supervisor

DHL Express, Johannesburg, South Africa:
Kevin Masina, Customer Service Business Support Analyst

DHL Express, Johannesburg, South Africa:
Thabiso Aphere, Customer Services Development Manager

VIZIO Inc., Irvine, CA USA:
William Kranig, Call Center Allocation Analyst
CUSTOMER SERVICE & CONTACT CENTER
INDIVIDUAL CATEGORIES — Continued

Customer Service Leader of the Year
DHL Express International (GABON) Limited, Libreville, Gabon:
Sylviane Moutemakagni, Head of Customer Service
DHL Express Vietnam, Ho Chi Minh City, Vietnam:
Ms. Tran Minh Hao, Customer Service Director
HomeServe USA, Norwalk, CT USA:
Scott Weddle, Director of Inbound Sales and Customer Service
Oi S/A, Rio de Janeiro, Brasil:
Wellington Paes, Service Director for Customer Service
Rimini Street, Pleasanton, CA USA:
Rodney Kenyon, Vice President Global Support
Spinnaker Support, Greenwood Village, CO USA:
Ian Saunderson, Chief Technical Officer

Customer Service Manager of the Year
BlueCat Networks Inc., Toronto, ON Canada:
John Shek, Technical Support Manager
Carbonite, Inc., Boston, MA USA:
Erik Price, Global Director of Service Delivery
Cinch Home Services, Boca Raton, FL USA:
Miriam Clifford, Customer Service Operations Manager
DHL Express Ghana, Accra, Ghana:
Justin Soga, Head of Customer Service
DHL Express Mexico, Mexico City, Mexico:
Carlos Omar, Key Account Manager in Customer Service
DHL Express, Nairobi, Kenya:
Fazillah Tajoo, Customer Service Manager
HomeServe USA, Norwalk, CT USA:
Rhode Lastra Kirkpatrick, Customer Advocacy and Real Time Insights Manager
The Western & Southern Life Insurance Company, Cincinnati, OH USA:
Melissa Bengel, Customer Service Manager

Customer Service Training Professional of the Year
Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA:
Nancy Hernandez, Client Service Manager

Woman of the Year in Customer Service
Achievers, Toronto, ON Canada:
Trish Convery, Director of Customer Experience
BiggerPockets, Denver, CO USA:
Hilary Catton, Senior Director of Customer Service
Cinch Home Services, Boca Raton, FL USA:
Miriam Clifford, Customer Service Operations Manager
Compeat, Austin, TX USA:
Kristin Aduna, Director of Customer Success
CoverMyMeds, Columbus, OH USA:
Emily Thompson, Training Manager, Customer Operations Support Team
HomeServe USA, Norwalk, CT USA:
Natasha Arnold, Senior Project Manager
Kleer, Wayne, PA USA:
Dianna McHugh, Vice President of Customer Success
MRO Corp, Norristown, PA USA:
Anne Apostol, Director of Requester Services
Spinnaker Support, Greenwood Village, CO USA:
Karen Blazek, Director of Customer Success
Sun Basket, San Jose, CA USA:
Aimee Ignacio, Operations Supervisor, Customer Service
TTEC, Englewood, CO USA:
Val Farlow, Senior Vice President of Operations
VXI Global Solutions, Los Angeles, CA USA:
Eva Wang, Co-Founder and Co-CEO
CUSTOMER SERVICE & CONTACT CENTER

TEAM CATEGORIES

Customer Service Team of the Year – Recovery Situation – Business Services Industries
GoDaddy, Scottsdale, AZ USA:
   Email Migrations as a Service Team

Customer Service Team of the Year – Recovery Situation – Financial Services Industries
DHL Express, Heredia, Costa Rica:
   DHL Express Americas Finance Query Handling Department, managing 23 countries
Future Generali India Insurance Company Ltd., Mumbai, India:
   Never Back Down
InsureMyTrip, Warwick, RI USA:
   InsureMyTrip Anytime Advocates Program Expands, Recovers 1.5 Million
John Hancock Financial Services, Boston, MA USA:
   Reducing Financial Risk While Sustaining Performance
TAG Employer Services, Phoenix, AZ USA:
   TAG Employer Services
The Western & Southern Life Insurance Company, Cincinnati, OH USA:
   The Western & Southern Life Insurance Company: Recapturing Service!

Customer Service Team of the Year – Recovery Situation – Other Service Industries
Delta Vacations, Minot, ND USA:
   Delta Vacations SOS Team – Punta Cana Event
Michael Kors, New York, NY USA:
   Recovering From a Poorly Designed Warranty Program
UPMC Health Plan, Pittsburgh, PA USA:
   UPMC Health Customer Service Team of the Year – Recovery Situation
V Digital Services, Phoenix AZ USA:
   V Digital Services, Phoenix AZ USA: Customer Service Team of the Year – Recovery Situation – Other Service Industries

Customer Service Team of the Year – Recovery Situation – Technology Industries
Dell Technologies, Roundrock, TX USA:
   Dell Technologies, Roundrock, TX USA: Recovery Situation | Product Excursions
ECI Software Solutions, Fort Worth, TX USA:
   ECI Software Solutions, Fort Worth, TX USA: Successful Acquisitions Lead to Revamped Customer Service Program
MediaRadar, Inc., New York, NY USA:
   MediaRadar Client Services – Recovery

Customer Service Team of the Year – Recovery Situation – All Other Industries
Anexa BPO, Mexico City, Mexico:
   From Stress to Success: a Tale of a Mexican Contact Center
DHL Express Romania, Bucharest, Romania:
   DHL Romania Customer Service Engagement & Turnover Recovery 2019
DHL Express Vietnam, Ho Chi Minh City, Vietnam:
   When struggles develop your strengths
HomeServe USA, Norwalk, CT USA:
   Raising the Bar on Triage and Root Causes

Customer Service Complaints Team of the Year – Business Services Industries
GoDaddy, Scottsdale, AZ USA:
   GoDaddy – Proactive complaints support
WNS (Holdings) Limited, Mumbai, India:
   WNS (Holdings) Limited, Mumbai, India: Complaint Reduction

Customer Service Complaints Team of the Year – Financial Services Industries
Future Generali India Insurance Company Ltd., Mumbai, India:

Customer Service Complaints Team of the Year – Other Service Industries
American Airlines, Ft. Worth, TX USA:
   American Airlines, Ft. Worth, TX USA: Serving those who have served
Dorel Juvenile, Columbus, IN USA:
   Dorel Juvenile, Columbus, IN USA: We Make Problems into Opportunities

Customer Service Complaints Team of the Year – Technology Industries
IBM, Armonk, NY USA:
   IBM, Armonk, NY USA: Implementation of Agile in Global Complaint Management

Customer Service Complaints Team of the Year – All Other Industries
HomeServe USA, Norwalk, CT USA:
   HomeServe USA, Norwalk, CT USA: Restructuring Complaints & Escalations to Increase Customer Satisfaction
CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES — Continued

Front-Line Customer Service Team of the Year — Business Services Industries
Mailing.com, Phoenix, AZ USA:
   For mailing.com, Customer Service is Person-to-Person, Not Person-to-Bot
Multifamily Utility Company, San Diego, CA USA:
   Not Just Another Billing Company
WNS (Holdings) Limited, Mumbai, India:
   Best Omni channel customer experience

Front-Line Customer Service Team of the Year — Financial Services Industries
Akbank, Istanbul, Turkey:
   Excellent Customer Experience With Akbank Remote Center
Competence Call Center, Vienna, Austria:
   Raiffeisen Bank & CCC
DHL Express (Brazil) Ltda, São Paulo, Brazil:
   Customers are the king but people are the stars
Further, Eagan, MN USA:
   Going a Step Further with Our Customer Service Team
Optima Tax Relief, LLC, Santa Ana, CA USA:
   Optima Tax Relief Team Client Care Team

Front-Line Customer Service Team of the Year — Other Service Industries
Arch Mortgage Insurance, Greensboro, NC USA:
   Arch MI’s Underwriting Operations team
Beltone, Glenview, IL USA: Beltone Customer Service Team:
   One & Done Customer Care Philosophy
ClassicCars.com, Phoenix, AZ USA: Striving for Best in Class Consumer Priority Service, Brooklyn, NY USA:
   Art to Empathy
MOTOR Information Systems, Troy, MI USA:
   MOTOR’s Customer Service Team
UPMC Health Plan, Pittsburgh, PA USA:
   UPMC Health Plan Connect Center’s Front Line Customer Service Team

Front-Line Customer Service Team of the Year — Technology Industries
Adaptiva, Kirkland, WA USA:
   Adaptiva Support Exceeds Expectations: Achieves 100% Positive Customer Feedback for 14 Consecutive Months
AireSpring, Van Nuys, CA USA:
   Transforming the Telco Customer Experience
Biscom, Westford, MA USA:
   Why Biscom Support Still Thrives in a Self-Service World
Black Box Corporation, Lawrence, PA USA:
   Excellent Pre- and Post-Sales Support Is Essential to Our Brand Promise
CivicPlus Technical Support:
   CivicSupport, Manhattan, KS USA: CivicSupport — An Exceptional Customer Experience Starts with Us
DataCore Software, Fort Lauderdale, FL USA:
   DataCore Technical Support Team
Druva, Sunnyvale, CA USA: Druva’s Customer First Team
FluentStream Denver, CO USA:
   FluentStream is the Best Front-Line Customer Service Team of 2019
HCSS, Sugar Land, TX USA:
   Providing our Customers ever-growing value
HireVue, South Jordan, UT USA:
   Preventing, Optimizing, and Responding
Loopio Inc., Toronto, ON Canada:
   The Loopio Partnership Approach
Mailchimp, Atlanta, GA USA:
   Becoming an All-in-one Marketing Platform: How Our Front-line Teams Helped Make it Happen
OneCause, Indianapolis, IN USA:
   Improved Customer Experience with Real Impact
Pushpay, Redmond, WA USA:
   Pushpay — Personalized Customer Care in the Digital Age
Replicon, Inc., Redwood City, CA USA:
   Replicon’s Customer Service Team Excels at Providing Hassle-free Customer Experience
Seismic, San Diego, CA USA:
   Seismic Customer Success Team
Spinnaker Support, Greenwood Village, CO USA:
   Oracle Support Team
CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES — Continued

Front-Line Customer Service Team of the Year — Technology Industries — Continued

StarHub Ltd., Singapore:
  Transforming the StarHub Customer Experience Through #HelloChange
UserTesting, San Francisco, CA USA:
  UserTesting Customer Support Team
Valimail, San Francisco, CA USA:
  Valimail Enforce and Valimail Defend Customer Service Team
Verimatrix, San Diego, CA USA:
  Verimatrix — Global Technical Support
Wolters Kluwer’s ELM Solutions, Houston, TX USA:
  ELM Solutions Client Success Management Excels in Improving the Customer Experience
xneelo (formerly Hetzner), Durbanville, Cape Town, South Africa: Here to help, 24/7 — Humans at the Heart of our Hosting Service

Front-Line Customer Service Team of the Year — All Other Industries

Agero, Medford, MA USA:
  Agero’s Front-Line Customer Service Team
DHL Express (Brazil) Ltda, São Paulo, Brazil:
  Quality with Excellence
DHL Express, Dhaka, Bangladesh:
  DHL Express BD Front Line Team
DHL Express, Johannesburg, South Africa:
  South African Frontline Call Centre Team
DHL Express Vietnam, Ho Chi Minh City, Vietnam:
  ICCC is not a program, it is our mindset and behavior
Guardian Storage, Pittsburgh, PA USA:
  Guardian Storage Front-Line Customer Service Team
HomeServe USA, Norwalk, CT USA:
  Tech Specialist Team – Supporting Positive Outcomes for Customers
HomeServe USA, Norwalk, CT USA:
  Tier 2 Supporting the Optimum Customer Journey
Hunter Plastic Surgery, Charlestown, NSW Australia:
  Hunter Plastic Surgery Power Team

Back-Office Customer Service Team of the Year — Business Services Industries

Dell Technologies, Roundrock, TX USA:
  Centralized Technical Experts Team
HomeServe USA, Norwalk, CT USA:
  Elite Contractors Recruitment Team

Back-Office Customer Service Team of the Year — Financial Services Industries

Cinch Home Services, Boca Raton, FL USA:
  Authorizations Support Group
DHL Express (Brazil) Ltda, São Paulo, Brazil:
  Query Handling Backline Team – From good to great
TIAA, New York, NY USA:
  Silo-Busting Through Co-Location of NSL and Operation Teams

Back-Office Customer Service Team of the Year — Other Service Industries

Delta Vacations, Minot, ND USA:
  Delta Vacations Quality Control Team
UPMC Health Plan, Pittsburgh, PA USA:
  Differentiating Our Customer Service with Back Office Support Team

Back-Office Customer Service Team of the Year — Technology Industries

Achivers, Toronto, ON Canada:
  Achivers Operations Team – Changing the way we work.
FIS, Jacksonville, FL USA:
  The FIS Digital Payment Fraud Team – Leading the Way in Fraud Prevention
IBM, Armonk, NY USA:
  GFAM Climate Project Team – Driving Business Result through Employee Engagement
IBM, Armonk, NY USA:
  Quote-to-Cash (Q2C) Latin America Team – Transforming Order Management
IBM, Armonk, NY USA:
  Quote to Cash Operations (Q2C) Team, Transforming System Hardware Business Support
Prov International Inc., Tampa, FL USA:
  Customer Support Center Team – The future of Customer Service
CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – Continued

Back-Office Customer Service Team of the Year – All Other Industries

HomeServe USA, Norwalk, CT USA:
- Quality Control Team – Proactively Making a Difference to Customer Experiences
Michael Kors, New York, NY USA:
- Consumer Support Team Creating a Better After-Sales Customer Service Experience
VIZIO Inc., Irvine, CA USA: VIZIO’s Quality Team

Contact Center of the Year (Up to 100 Seats) – Business Services Industries

ExakTime, Calabasas, CA USA:
- Improving The Customer Experience Through Data Backed Actions

Contact Center of the Year (Up to 100 Seats) – Financial Services Industries

BNY Mellon’s Albridge, Pennington, NJ USA:
- BNY Mellon | Albridge Contact Center
PAi, De Pere, WI USA: Pai’s Care Center
SurePayroll, Glenview, IL USA:
- From Customer-Focused to Customer-Powered: Turning Data into Action

Contact Center of the Year (Up to 100 Seats) – Technology Industries

Autosoft, Inc., West Middlesex, PA USA:
- Autosoft Contact Center
Buildium, Boston, MA USA:
- A Year of Technological Investments Leads to an Increase in Agent Productivity
Carbonite, Inc., Boston, MA USA:
- A Carbonite Turnaround Success Story
Constant Contact, Waltham, MA USA:
- Constant Contact Website Builder Support Team
CoverMyMeds, Columbus, OH USA:
- CoverMyMeds Contact Center
Druva, Sunnyvale, CA USA:
- Druva’s Cloud-based Customer Success Center

Contact Center of the Year (Up to 100 Seats) – All Other Industries

DHL Express, Buenos Aires, Argentina:
- Argentinean Frontline Customer Service Department
DHL Express, Dhaka, Bangladesh:
- DHL Express BD Contact Center
DHL Express Ecuador, Quito, Ecuador:
- DHL Express Ecuador Contact Center
DHL Express Vietnam, Ho Chi Minh City, Vietnam:
- CS Vietnam – No Mountain High Enough

Contact Center of the Year (Over 100 Seats) – Business Services Industries

DHL Express, Johannesburg, South Africa:
- DHL Express South Africa Contact Center

Contact Center of the Year (Over 100 Seats) – Financial Services Industries

Akbank TAS., Istanbul, Turkey: Akbank TAS Contact Center
Alliance Data, Columbus, OH USA:
- Alliance Data Contact Center
Allianz Global Assistance, Richmond, VA USA:
- Allianz Global Assistance Contact Center
Aon Affinity Travel Practice, Garden City, NY USA:
- Aon Travel Practice Contact Center and Center of Excellence
Barclays, Henderson, NV USA: Barclays:
- Skills Development & Employability Opportunities
DenizBank A.S., Istanbul, Turkey:
- Achieving Excellence with Creating Value Culture
TIAA, New York, NY USA: Achieving Client Outcomes:
- Front-line Engagement, Support & Development

Looker, Santa Cruz, CA USA: Department of Customer Love
Loopio Inc., Toronto, ON Canada:
- The Loopio Partnership Approach
OneCause, Indianapolis, IN USA:
- Innovative Contact Center Powering Great Missions
Pushpay, Redmond, WA USA:
- Pushpay – Personalized Customer Care in the Digital Age
CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – Continued

Contact Center of the Year (Over 100 Seats) – Other Service Industries
Delta Vacations, Minot, ND USA:
Delta Vacations Customer Engagement Center: The Power of Connection
EmblemHealth, New York, NY USA: Caring for New Yorkers
Rakuten (formerly Ebates), Beloit, WI USA:
Rakuten Member Services, Here to Help!
Texas Department of Family and Protective Services (DFPS)
Statewide Intake, Austin TX USA: The Statewide Intake (SWI) division – Texas Abuse Hotline
VXI Global Solutions, Los Angeles, CA USA:
VXI Global Solutions Contact Center

Contact Center of the Year (Over 100 Seats) – Technology Industries
Blackbaud, Inc., Charleston, SC USA:
Blackbaud Customer Support
Cvent Inc, McLean, VA USA: Cvent Inc., Contact Center
ezCater, Boston, MA USA: Insanely Helpful at Our Core
FluentStream, Denver, CO USA:
FluentStream Contact Center
Mailchimp, Atlanta, GA USA:
Becoming an All-in-one Marketing Platform
Vodafone Turkey, Istanbul, Turkey:
Vodafone Turkey Contact Center

Contact Center of the Year (Over 100 Seats) – All Other Industries
HomeServe USA, Norwalk, CT USA:
Winning Day 1 to Become Contact Center of the Year
StarHub Ltd, Singapore:
Transforming the StarHub Contact Centre Through #HelloChange
Wolverine Worldwide Contact Center, Richmond, IN USA:
Growing Again; Alongside 12 Brands You Grew Up With

Customer Service Management Team of the Year
DHL Express Vietnam, Ho Chi Minh City, Vietnam:
DHL Express Vietnam CSM – Leaders in Changing Time
HomeServe USA, Norwalk, CT USA:
A Collaborative Management Approach to Become a Center of Excellence
SCAN Healthplan, Long Beach, CA USA:
SCAN’s Member Service Management Team
VXI Global Solutions, Los Angeles, CA USA:
The VXI management team

Customer Service Training Team of the Year – External – Financial Services Industries
EFG Companies, Irving, TX USA:
Significant Client ROI Through Training Investment

Customer Service Training Team of the Year – External – Technology Industries
Khoros, Austin, TX USA: Khoros Enablement Team

Customer Service Training Team of the Year – External – All Other Industries
Learning Tribes, Miami, FL USA:
The Academia | Turning MyAcademy into a Learning Experience University

Customer Service Training Team of the Year – Internal – Business Services Industries
VXI Global Solutions, Los Angeles, CA USA:
VXI Customer Service Training Team

Customer Service Training Team of the Year – Internal – Financial Services Industries
Future Generali India Insurance Company Ltd., Mumbai, India:
Lighting-up knowledge lamps, we dispel ignorance camps.
**Customer Service Training Team of the Year – Internal – Other Service Industries**

Delta Vacations, Minot, ND USA:
Delta Vacations Training Team

World Travel Holdings, Wilmington, MA USA:
Talent Development Team: Our Cornerstone of Remarkable Experiences

**Customer Service Training Team of the Year – Internal – Technology Industries**

CoverMyMeds, Columbus, OH USA:
CoverMyMeds Training Team

IBM, Armonk, NY USA:
Technical Kaizen Volunteer Program

SolarWinds MSP, Durham, NC USA:
Success Enablement (SE) Team

Support.com, Sunnyvale, CA USA:
Transformational Leadership Development with a Remote Work Force

**Customer Service Training Team of the Year – Internal – All Other Industries**

HomeServe USA, Norwalk, CT USA:
Interactive & Intuitive Training Initiatives for HomeServe Customers

MTM, Lake St. Louis, MO USA: MTM Training Team

**PRESENTATION OF THE GRAND STEVIE® AWARD TROPHIES**

*Congratulations to all Stevie® Award Winners!*
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Judging of the 2020 Stevie® Awards for Sales & Customer Service was conducted in November 2019 – January 2020 by more than 180 professionals worldwide. Their average scores determined the Finalists, and the Gold, Silver and Bronze Stevie-winner placements among the Finalists to be revealed tonight.

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WomenFutureConference.com

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The mission of the Women|Future Conference is to help women understand and prepare for the changes that will affect their businesses, their industries, their careers, and their lives. Speakers and topics may address impending change in areas such as:

- Artificial Intelligence
- Diversity and Inclusion
- Entrepreneurship
- The Future of Work
- Career Management
- And More

We are also seeking young (less than three years) women-owned businesses to showcase at the 2020 event.

To fill out a speaker/topic proposal at www.womenfutureconference.com/speaker-topic-proposals
The deadline to submit proposals is Friday, May 1, 2020.
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Mark Your Calendar for the 2021 Stevie® Awards for Sales & Customer Service

July 21 2020: Call for entries issued

October 14: Early-bird entry deadline – entry fees discounted

November 12: Entry deadline

November 2020 – January 2021: Judging

January 13 2021: Last day late entries will be accepted with payment of $55 late fee per entry

January 20: Finalists notified

January 21: Public voting opens for People’s Choice Stevie Awards for Favorite Customer Service

February 17: Public voting closes at 11:59 pm ET for People’s Choice Stevie Awards for Favorite Customer Service

March 5: Awards banquet at Caesars Palace in Las Vegas, Nevada USA