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THE 17TH ANNUAL Stevie® Awards for Sales & Customer Service

FRIDAY, MARCH 3, 2023 | CAESARS PALACE HOTEL AND CASINO, LAS VEGAS



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2023

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SALES LEADERSHIP
AWARD

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2023

 ValueSelling Associates™
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SALES ENABLEMENT
TRANSFORMATION
AWARD

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PROFESSIONAL

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 **ARCHER**

 **Kimberly-Clark**
PROFESSIONAL

 **McLEAN &
COMPANY**

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 **Perceptyx**

 **RICARDO**

 ValueSelling Associates™

Keep it simple. Drive results.



Welcome to the 17th Annual Stevie® Awards for Sales and Customer Service, the world's premier business awards recognizing the achievements of contact center, customer service, business development and sales professionals. This year about 33% of the more than 2,300 nominations became Stevie® winners. Finalists and winners were determined by the average scores of more than 170 professionals over two months of judging in December and January. We will announce Gold Stevie Award winners and call them to the stage to make an acceptance speech. Silver and Bronze winners in each category will be presented their medals at their dinner tables. The presentations will be broadcast live via Livestream.

Stevie Awards competitions receive more than 12,000 nominations each year from organizations of every type in more than 70 nations. The Stevie Awards for Sales and Customer Service is one of eight different Stevie Awards programs, all of which recognize achievements in the workplace. Our other programs include The American Business Awards®, The International Business Awards®, the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East & North Africa Stevie Awards, the Stevie Awards for Great Employers and the Stevie Awards for Women in Business. We invite you to learn about them all at www.StevieAwards.com.

We congratulate you once again for winning a Stevie Award in the 17th Annual Stevie® Awards for Sales & Customer Service. Best wishes for continued success!

Cordially,

Maggie Miller, President
The Stevie® Awards

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THE STEVIE® AWARDS FOR
SALES & CUSTOMER SERVICE

Banquet & Presentations Agenda

- | | |
|---------|--|
| 5:15 pm | Presentation of Awards in the Business Development, COVID-19 Response, Customer Service Success, New Product & Service, Sales Distinction, and Solution Provider Categories |
| 6:00 pm | Cocktails & Networking |
| 7:00 pm | Dinner |
| 7:30 pm | Presentation of Awards in the Sales Achievement, Sales Individual, Sales Team, Thought Leadership, Customer Service Achievement, Customer Service Department, Customer Service Individual, and Customer Service Team Categories |

Thank You To Our Sponsors

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CONGRATULATIONS TO OUR STEVIE AWARDS FINALISTS

Support Services Group is honored to accept these awards in recognition of the outstanding performance delivered by our organization. We would like to recognize our exceptional SSG team members and their tireless pursuit of excellence in sales and service.

CUSTOMER SERVICE EMPLOYER OF THE YEAR

Support Services Group

CONTACT CENTER OR CUSTOMER SERVICE OUTSOURCING PROVIDER OF THE YEAR

Support Services Group

FRONT-LINE CUSTOMER SERVICE PROFESSIONAL OF THE YEAR - ALL OTHER INDUSTRIES

Pamela Estevez
Roxanne Smith

YOUNG CUSTOMER SERVICE PROFESSIONAL OF THE YEAR - ALL OTHER INDUSTRIES

William Richards
Torzsa Flóra

CONTACT CENTER MANAGER OF THE YEAR

Hortencia Feliz
Zack Diaz
William Richards
Lionel Russo
Zoltán Szeremeta

CUSTOMER SERVICE TRAINING TEAM OF THE YEAR - INTERNAL - ALL OTHER INDUSTRIES

Astounding Turnaround for Astound's Training Retention Rates
Team Masters Virtual Training Realizing Outstanding Graduation Rates
Downtime Training Strategy Realizes Strong CSAT Gains

WOMAN OF THE YEAR IN CUSTOMER SERVICE

Lori Merritt
Norieles Castillo
Mariflor Villarama

CONTACT CENTER PROFESSIONAL OF THE YEAR

Victor Alvarado
Giselle Trigo
Melquis Tavaréz

CUSTOMER SERVICE TRAINING PROFESSIONAL OF THE YEAR

Jhoan Hernandez

CUSTOMER SERVICE MANAGEMENT TEAM OF THE YEAR

SSG | Michael Kors Partnership

Support Services Group (SSG) is an emerging leader in the customer experience industry with a mission of helping brands consistently deliver extraordinary customer care. We provide world-class support to our growing clients with our omnichannel solutions tailored to meet every business need. Since we started in 1998, our goal has always been to exceed our customers' expectations. From then until now, our pursuit of excellence has guided us in everything we do.

From a small business operating from a single site in Texas, our drive to deliver excellent customer care allowed us to expand our broad range of services across the globe. We now offer client support out of 10 countries in over 25 languages. Continuing to focus on setting the standard for excellence in our industry.

Congratulations to our hardworking team: Allaire Clark, Josh Richards, Jill De Guzman, Mark Lorenzana, Carolina Moreno and Jamie Manuel. A huge thank you for preparing all our Stevie Awards entries.

CONTACT US AT:
BUSINESSDEVELOPMENT@SUPPORTSERVICESGROUP.CO





THE STEVIE® AWARDS FOR
SALES & CUSTOMER SERVICE

2023 Stevie® Award Winners

Fianlists in the 17th annual Stevie® Awards for Sales & Customer Service are selected by the average scores of more than 170 professionals worldwide on seven specialized juries. The Gold, Silver, and Bronze Stevie Award placements will be revealed during the gala awards banquet on Friday, March 3 and will be listed after on the [website](#).

SCAN ME



The 2023 Stevie Awards for Sales & Customer Service accepted entries in the following categories:

- [Sales Individuals](#)
- [Sales Team](#)
- [Sales Achievement](#)
- [Sales Distinction](#)
- [Customer Service & Contact Center Individual](#)
- [Customer Service & Contact Center Team](#)
- [Customer Service & Contact Center Achievement](#)
- [Customer Service Department](#)
- [Customer Service Success](#)
- [New Product & Service](#)
- [Solution Provider](#)
- [Business Development](#)
- [COVID-19 Response](#)
- [Thought Leadership](#)



Alexandra Barrier | Alexandra Graham | Aneisha Dobson | Anthony Lugo | Aurora Walker
 Billy Cauthen | Brian Miller | Bruce Anderson | Bryan Diehl | Candace Burgess | Carrie Simar
 Chauncey Smith | Christal Crandle | Chris Solomon | Chris Washington | Courtney Clark
 Crimson Darnell | Damir Boyd-Carey | Daniel Leigh | Darlene Gordon | Darlene Williams

David Filkin
 Despina Guthrie
 Devin Clark
 Dorian Cox
 Elizabeth Cahill
 Elizabeth Peters
 Erica Hales
 Heather Kemp
 Jabon Simpson
 Jacquella Thompson
 Jalaine McCaskill
 Jasmine Boler
 Jasmine Christmas

**GoHealth is humbled and
 proud to recognize all
 members of the Learning and
 Organizational Development
 Team for being named
 finalists in several categories
 in this year's awards.**

GoLicense | GoLearn | GoSell
 GoElevate | GoLead | SET
 Center of Excellence

Javier Sotelo
 Jay Fortuna
 Jennifer Clay
 Jeremy Hendrickson
 Jessica Johnson
 John Herndon
 Joshua Mason
 Karina Murray
 Kelton Holbrook
 Kristal Caldwell
 Kristen Fogelman
 Lakesha Crawford
 Lameeka Abbott

Lauren Merrild | Lisa Cook | Marissa Nickelsberg | Marquita Upshaw | Matthew Fowler
 Monchaily Hendricks | Monique Coke-Johnson | Myra Reynolds | Nakita Dawkins
 Natalie Friedman | Nicky Labrum | Nyvia Keene | Ophelia Burwell | Parker Banbury
 Patrick Kennedy | Richard McAllister | Rosa Ortiz | Shaikerra Barnes | Sheryl Hall
 Sierra Charles | Steven Harris | Steven Smith | Terri Williams | Thomas Young | Wendy Irons

**Please give a special congratulations
 to our individual finalists!**



Elizabeth Peters



Molly Hendricks



Thomas Young



Vanessa Patel



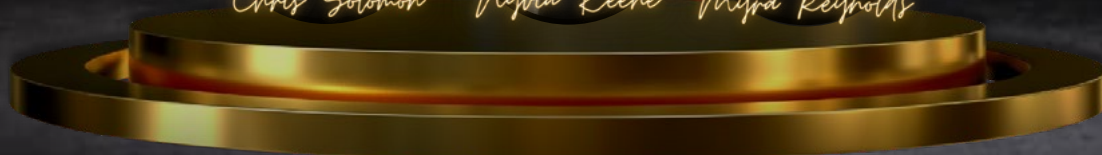
Chris Solomon



Nyvia Keene



Myra Reynolds



Congratulations to all the finalists and thank you to the
 Stevie Awards and the judging committees.

Congratulations

UPMC Health Plan Sales and Service Teams



UPMC Health Plan is here to be your partner—no matter what. Which is why we are extremely proud of all of our Stevie® Awards for Sales & Customer Service nominees.

This is a significant achievement that not only speaks to the embodiment of our company mission, but also highlights the effort and dedication of our teams. Congrats to all!

Call Center
UPMC Health Plan
Achievement in Customer Experience

Contact Center of the Year (Over 100 Seats)
- Other Service Industries

UPMC Health Plan Retail Innovation
Front-Line Customer Service Team of the Year
- Other Service Industries

Doing the Right Thing - Enrollment & COB
Back-Office Customer Service Team of the Year
- Other Service Industries

UPMC Health Plan Best Use of Technology
Best Use of Technology in Customer Service
- Other Service Industries

UPMC Health Plan Service Recovery-Chat
Customer Service Team of the Year
- Recovery Situation - Other Service Industries

Medicare Sales
Inside or Telesales Team of the Year

Sales Support Team of the Year
- Other Service Industries

Mary Laura Randolph
Sales Representative of the Year
- Other Services Industries

Devon Tillia
Sales Support Professional of the Year

Sales Training or Coaching Program of the Year
- Other Service Industries

Stevie Award results will be revealed at the 2023 awards gala on Friday, March 3rd

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Judging Committees

Judging of the 2023 Stevie® Awards for Sales & Customer Service was performed by more than 170 professionals worldwide on the following seven specialized juries. Jurors' average scores determined the winners. We thank them for their interest, time and commitment.

Customer Service & Contact Center Achievement Awards Judging Committee



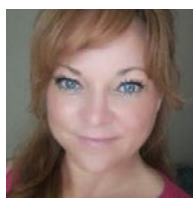
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Belinda Jane Dolan
CEO
The World Happiness Project
Brisbane, Queensland, Australia

COMMITTEE:

Alok Bansal, Cyber Security Manager, EY, Iselin, New Jersey, United States
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Vicki Brackett, Senior Vice President - Partner Success, livepro, New York City, New York, United States
Ally Daniels, Director, MBA Programs, Boise State University, Boise, Idaho, United States
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Sumedh Datar, Senior Software Engineer - MLE, 7-Eleven, Irving, Texas, United States
Keyur Dodiya, Software Developer, Verizon Wireless, Avenel, New Jersey, United States
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Justin Mann, Director of Operations, CE Broker, Jacksonville, Florida, United States
Enrico Menichetti, Chief Operating Officer, Dataflow, Dubai, United Arab Emirates
Ravi Sankar Pulle, Principal Software Member of Technical Staff, Salesforce.com, San Francisco, California, United States
Dennis Reno, Senior Vice President Customer Experience, Cyara, San Francisco, California, United States
Sophia Xing, Lead Product Manager, Forethought Technologies, San Francisco, California, United States

Customer Service Department, Customer Service Success, Business Development & Thought Leadership Awards Judging Committee



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Client Partner
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Fredericksburg, Virginia, United States

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Isaac David, Executive Director Operations, Ditech Integrated Services Nigeria Limited, Abuja, Federal Capital Territory, Nigeria
Jim Farnsworth, Chief Sales Officer, Carenet Health, Denver, Colorado, United States
Rohan Gupta, Senior Manager, Deloitte Consulting LLP, New York, New York, United States
Tony Keesee, Vice President, Support Services, VPay, Plano, Texas, United States
Ashish Kharbanda, Solutions Architect, Meta Platforms Inc., Livermore, California, United States
Dayana Mileva, Senior Account Manager, Pontica Solutions, Varna, Bulgaria
Jasmine Miller, Global Program Manager, Veeam, Dingwall, Ross-shire, United Kingdom
Arthur Nowak, Co-Founder and CEO, iCxeed, Singapore, Singapore
Zimil Patel, Production Services Manager, eBenefits Network, Reston, Virginia, United States
Sameer Pikale, National Sales & Marketing Head, Microverse Automation Pvt Ltd., Pune, Maharashtra, India
Karandeep Singh Sethi, Solution Architect, Amazon Web Services, Boca Raton, Florida, United States
Wendy Sherrock, Transformational Change Executive, DIRECTV, Orlando, Florida, United States
Aakash Sirohi, Co-founder and COO, New Hope Health Co., Broadlands, Virginia, United States
Joe Steuter, Senior Vice President Corporate Communications, Carson Group, Omaha, Nebraska, United States
Dr. Mona Taman, Vice President, Future Leaders International Group, Alexandria, Egypt
Faye Victora, Managing Partner, Cogent Group LLC, Fort Collins, Colorado, United States
Ruba Yousef, Management & Excellence Consultant, Free Lancing, Dubai, United Arab Emirates and Ramallah, Palestine

Congratulations
to all award winners!



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CONGRATS

to our Partner Success Team on being named as a finalist in the 2023 Stevie® Awards for Sales & Customer Service.

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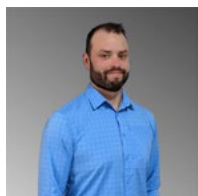
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THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

2023 Judging Committees - Continued

Customer Service & Contact Center Individual & Team Awards Judging Committee



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CEO & Co-Founder
The Biz Dojo Inc
Calgary, Alberta, Canada

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Murali Balusu, Head of VOIP & Lead Software Engineer, HalloApp Inc., Palo Alto, California, United States
Narasimha Kishore Yadav Dupally Naval Venkata, Aerospace Engineers and Operations Technician (Product & Project Development), Stockton Propeller Inc, Sacramento, California, United States
Sandy Ellis, SVP, Sales, Marketing & Communications, GC Services, Denver, Colorado, United States
Shabana Ajamal Hannure, Data Scientist, Softstandard Solutions, Tampa, Florida, United States
Hariprasad Kapilavai, Technical Architect, Data Core Systems, Bristol, Pennsylvania, United States
Chandra Konda, Bid Project Lead, Siemens Mobility Inc., Sacramento, California, United States
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Paul McGee, Executive Vice President, Toco Warranty, West Hills, California, United States
Ann Moreth, Program Director, Member Satisfaction, TPA Member Service, Pittsburgh, Pennsylvania, United States
Phani Teja Nallamothu, Senior Cloud Engineer 2, Engineering, Saint Louis, Missouri, United States
Crystal Ives Padolina, EA/Customer Service Support, Reputation by Design, Cebu City, Cebu, Philippines
Pradip Patel, Hotel Manager, Best Western Plus Coldwater Hotel, Coldwater, Michigan, United States
Sandeepkumar Racherla, Data Scientist, Amazon, Snohomish, Washington, United States
Praveen Sahni, VP of Global Innovations, Rimini Street, Pleasanton, California, United States
Alice Shani Lankri, Customer Experience, Lezel, Berlin, Germany
Ankur Taunk, Senior Solution Architect, Amazon Web Services, United States
Pankaj Yogendra Tiwari, Cybersecurity Architect, Solar Turbines Inc, San Diego, California, United States
Neal Topf, President, Callzilla, Miramar, Florida, United States
Sushil Vellanki, Software Engineer - Location Intelligence, DoorDash, San Francisco, California, United States
Deepa Venkatrao, Director - Software Development, IQVIA, Chennai, Tamil Nadu, India
Dora Williams, Instructor Trainer, Smiling Hearts CPR, Burlington, North Carolina, United States
Nicolette Wuring, Managing Director, Customer Management Services, Amstelveen, Noord-Holland, Netherlands

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Vice President
U.S. BankCorp
Plymouth, Minnesota, United States

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Deepak Jain, Software Engineer, Arista Networks, Santa Clara, California, United States
JoAnn Kay, Director Leadership Team, The Gordon Group, Greenwich, Connecticut, United States
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Rakesh Ramakrishnan, Data Scientist, PayPal, Union City, California, United States
Ketan Rathor, Senior Project Manager, GyanSys Inc., Carmel, Indiana, United States
Ignatius Ravi, Senior IT Auditor, Prog Leasing LLC, Draper, Utah, United States
Asit Kumar Sahoo, Product Management, Flexport Inc., San Francisco, California, United States
Douglas Smith, Chief Product Officer, Marketsmasher, Charleston, South Carolina, United States
Aiyappa Machanda Thammaiah, Senior Enablement Lead, Amazon Web Services, West Chester, Pennsylvania, United States
Karthik Trichur Sundaram, IT Solutions Management Director, Applied Materials, Santa Clara, California, United States
Irem Tüzünalper, Co-founder and CEO, Extra360 Payments & Loyalty Solution, Dublin, Ireland
Ajay Reddy Yeruva, Observability Expert, Ritchie Bros. Auctioneers, Pleasanton, California, United States

Sales Achievements & Sales Distinction Awards Judging Committee



CHAIR:

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CMC®, Founder & CEO
Greater Prairie Business Consulting, Inc.
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THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

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Sales Individual & Team Awards Judging Committee



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Shell Petroleum Development Company
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Sales Partnerships Inc., Broomfield, Colorado, United States
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PGP Glass Ceylon Plc, Mount Lavinia, Western Province,
Sri Lanka
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Utah, United States

Solution Provider & COVID-19 Response Awards

Judging Committee



CHAIR:

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Waterloo, London, United Kingdom

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Sustainability, Steve Madden, Ltd., Long Island City, New York,
United States
Vivek Basavegowda Ramu, International Performance Testing
Expert, United HealthGroup - Optum Technology, Hartford,
Connecticut, United States
Priti Dhanda, Head of Pricing & Packaging, TripActions, Seattle,
Washington, United States
Sharat Chandra Reddy Endapally, Head of Engineering,
Totus Medicines, Emeryville, California, United States
Vikas Gupta, Senior Vendor Manager, Amazon, Seattle,
Washington, United States
Esther Ikwani, Payroll Analyst, Commonwealth of Massachusetts,
Boston, Massachusetts, United States
Tushar Kandwal, Director - Data & Analytics, Novartis,
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Drug Services, Mayo Clinic, Phoenix, Arizona, United States
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(Previously Facebook Inc), Tampa, Florida, United States
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IBM Corporation, Mountain View, California, United States
Russell Woods, Renewables Contractor Safety Lead, Shell,
Katy, Texas, United States



Congratulations to the 2023 Stevie® Awards Finalists!



Pat Smith – VP of Customer Support

**WOMAN OF THE YEAR
IN CUSTOMER SERVICE**



Hotwire's Hurricane Ian Relief Team

**CUSTOMER SERVICE TEAM OF THE
YEAR - RECOVERY SITUATION**

Hotwire Communications is honored to be recognized among so many outstanding Customer Service rock stars. We are so proud to celebrate this achievement.

fision®
by Hotwire Communications

UPCOMING STEVIE® AWARD DEADLINES

THE 2023 AMERICAN

BUSINESS AWARDS®

The American Business Awards are open to all organizations operating in the USA, and feature a wide variety of categories to recognize achievement in every facet of the workplace.

March 8 | Final Entry Deadline



THE 2023 INTERNATIONAL

BUSINESS AWARDS®

The International Business Awards are open to all organizations worldwide: large and small, public and private, for-profit and non-profit.

April 12 | Early-bird Entry Deadline



2023 STEVIE® AWARDS FOR

GREAT EMPLOYERS

The Stevie Awards for Great Employers are open to all organizations worldwide, and recognize 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.

March 14 | Entries Open



2023 STEVIE® AWARDS FOR

WOMEN IN BUSINESS

The Stevie Awards for Women in Business are open to all women executives, entrepreneurs, and employees worldwide—and the organizations they run.

May 16 | Entries Open





Denise O'Leary MBE
business marketing expert

Congratulations Denise O'Leary MBE and Purpol Marketing on your 7 Stevie® Awards in 2023 and your MBE awarded by HM Queen Elizabeth II for Services to Entrepreneurship in 2022.



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3X STEVIE Award Winners



THE STEVIE® AWARDS FOR
SALES & CUSTOMER SERVICE

BUSINESS DEVELOPMENT
ACHIEVEMENT OF THE YEAR

&

BEST INTEGRATION OF THOUGHT
LEADERSHIP INTO THE SALES PROCESS



Lara Jones

Founder & CEO of Be A Legend

Leadership Performance Workshops for Leaders Who Want To *Be Legendary*

Award Winners for Innovation, Excellence & Community Stewardship, Be A Legend excel at creating and delivering world-class leadership workshops that enhance leadership performance and facilitate team development. Used by Fortune 100 and Fortune 500 companies, our workshops are backed by evidence-based practices, shaped to create a universal language to enhance performance in the areas leaders need it most.

Book a Call, with Lara, about:



SCAN

- Keynote Speaking
- Leadership Workshops
- Exec Coaching & Retreats
- Sales Workshops & Coaching
- Strategy, Operation & Tactics for Growth



Lara has incredible strength, grit, and a "never quit" mindset that transformed a young UK immigrant into a powerhouse CEO of a multi-million-dollar leadership, sales, and marketing company and is a beacon of hope for others to follow.

— Inclusion & Diversity Executive, Schlumberger

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2024 Stevie® Awards for Sales & Customer Service

July 2023	Entries open for the 18 th Stevie® Awards for Sales & Customer Service
October 11, 2023	Early-bird entry deadline, <i>with discounted entry fees</i>
November 8, 2023	Entry deadline. <i>After this date late fees apply.</i>
January 24, 2024	Final deadline for submission of entries, <i>with payment of late fee</i>
November 14, 2023 – February 28, 2024	Judging
March 5, 2024	Finalists notified
March 6, 2024	Finalists publicly announced
April 2024	Awards Banquet in Las Vegas (<i>Venue and date to be determined</i>)

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