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# THE 18TH ANNUAL Stevie® Awards for Sales & Customer Service

FRIDAY, APRIL 12, 2024 | BELLAGIO HOTEL AND CASINO, LAS VEGAS



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Effective revenue leaders give their teams the framework to develop impactful selling behaviors, maximize selling time and compete on value, not price.

THEY FOCUS ON:

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-  Increasing **sales effectiveness**
-  Driving **forecast accuracy**
-  Optimizing **sales productivity**

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Welcome to the 18th Annual Stevie® Awards for Sales and Customer Service ceremony, the world's premier business awards recognizing the achievements of contact center, customer service, business development and sales professionals. Finalists and winners were determined by more than 200 professionals worldwide on seven specialized juries. 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 Vimeo.

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 & Customer Service is one of nine 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, the new Stevie® Awards for Technology Excellence, and the Stevie® Awards for Women in Business. We invite you to learn about them all at [www.StevieAwards.com](http://www.StevieAwards.com).

We congratulate you once again for winning a Stevie Award in the 18th Annual Stevie Awards for Sales & Customer Service. Best wishes for continued success!

Cordially,

Maggie Miller, *President*  
The Stevie® Awards

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### Banquet & Presentations Agenda

- 5:15 pm **Presentation of Awards in the Business Development, Customer Service Success, New Product & Service, Sales Distinction, and Solution Provider Categories**
- 6:00 pm **Cocktails & Networking**
- 6:45 pm **Dinner**
- 7:15 pm **Presentation of Awards in the Sales Achievement, Ethics in Sales, Sales Individual, Honorary Gold Stevie Awards, Sales Team, Thought Leadership, Customer Service Achievement, Customer Service Department, Customer Service Individual, and Customer Service Team Categories**



## 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 OF THE YEAR (OVER 100 SEATS) - ALL OTHER INDUSTRIES

Support Services Group

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

Krisztina Varga

### YOUNG CUSTOMER SERVICE PROFESSIONAL OF THE YEAR - ALL OTHER INDUSTRIES

Traci Stiles

### CONTACT CENTER LEADER OF THE YEAR

Justin Horn  
Juan Ortega

### CONTACT CENTER MANAGER OF THE YEAR

Juan Ortega

### CUSTOMER SERVICE MANAGEMENT TEAM OF THE YEAR

SSG Reach New Heights  
SSG Elevates Customer Care  
Innovation in Action  
SSG Success Story

### CONTACT CENTER PROFESSIONAL OF THE YEAR

Keila Tatis  
Maria Vargas  
Shaun MacKinnon

### CUSTOMER SERVICE LEADER OF THE YEAR

Justin Horn

### CUSTOMER SERVICE TRAINING PROFESSIONAL OF THE YEAR

Fernando Kidd  
Francisco Marin  
Justin Horn

### WOMAN OF THE YEAR IN CUSTOMER SERVICE

Sharity Medrano

### FRONT - LINE CUSTOMER SERVICE TEAM OF THE YEAR - ALL OTHER INDUSTRIES

Support Services Group Redefines Frontline Excellence.  
Transforming Customer Care in Record Time

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

SSG Tailors Training  
SSG Training Champions Global Growth  
SSG Training Team Doubles Headcount, Triples Sites

### CONTACT CENTER SOLUTION - NEW

Nearshore Blueprint

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: Carolina Moreno, Mark Lorenzana, and Larry Ruehlen. A huge thank you for preparing all our Stevie Awards entries.

CONTACT US AT:  
BUSINESSDEVELOPMENT@SUPPORTSERVICESGROUP.CO





## 2024 Stevie® Award Finalists

Finalists in the 18th annual Stevie® Awards for Sales & Customer Service are listed by category in order of presentation. The Gold, Silver, and Bronze Stevie Award placements from among the Finalists will be revealed tonight. They will also be available anytime after April 12 on the website—just scan the QR code.

### Business Development Categories

**Business Development Achievement of the Year - All Other Industries**  
AssisTT, Istanbul, Turkey: AssisTT supports customer engagement with seamless call center integration  
ZER, Istanbul, Turkey: Promena

**Business Development Achievement of the Year - Financial Services Industries**  
BELBİM, Istanbul, Turkey: End of an Era with Istanbulkart Mobile  
Payten Teknoloji A.S., Istanbul, Turkey: Payten Fintech Suite  
TIAA, Charlotte, North Carolina, United States: Guild Network Program - Fueling Innovation, Growth and Tech Literacy  
Toco Warranty, Los Angeles, California, United States: Evolving Excellence in a Crowded Space

**Business Development Achievement of the Year - Services Industries**  
UPMC Health Plan, Pittsburgh, Pennsylvania, United States: UPMC Health Plan Business Development Achievement of the Year

**Business Development Achievement of the Year - Technology Industries**  
TELUS Smart Security & Automation, Vancouver, British Columbia, Canada: TELUS Security, Technology & Migrations Team  
VMware (Broadcom), Palo Alto, California, United States: VMware 3-Year Global Partner Success Study

**Business Development Executive of the Year**  
JK Moving, Sterling, Virginia, United States: Ken Cohen, SVP Sales  
Purpol Marketing Limited, Chippenham, United Kingdom: Denise O'Leary MBE, Owner, Managing Director, PQQ and Bid Expert, Coach, Strategic Business Advisor

**Business Development Professional of the Year**  
Proforma, Independence, Ohio, United States: Vanessa Edwards, Director of Business Development  
VMware (Broadcom), Palo Alto, California, United States: Heather DeMartini, Manager of Partner Experience, Global Market Research, and Executive Messaging Strategy (Business Development)

### Customer Service Success Categories

**Customer Service Success - All Other Industries**  
British Columbia Lottery Corporation, Kamloops, British Columbia, Canada: BCLC Customer Support Centre Success  
Element Electronics, Winnsboro, South Carolina, United States: Element Electronics, LLC

**Customer Service Success - Business Service Industries**  
BrightMove, Saint Augustine, Florida, United States: Our #1 Goal Is To Build Software Our Customers Love To Use  
Learning Pool, Londonderry, United Kingdom: Recognizing customer service excellence at Learning Pool  
Web Design & Stuff by Pip, London, United Kingdom: Web Design & Stuff

**Customer Service Success - Financial Service Industries**  
Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India  
GIO – Allianz Insurance Singapore? Engagement  
EFG Companies, Irving, Texas, United States: Quality Service Drives Market Expansion  
SignaPay Medical, Oakbrook Terrace, Illinois, United States: SignaPay Medical - Bringing better payment options to the medical community.  
St. James's Place, Cirencester, Gloucestershire, United Kingdom: SJP – Giving clients the confidence to create the futures they want

**Customer Service Success - Other Service Industries**  
Aires, Pittsburgh, Pennsylvania, United States: Aires - Customer Service Success  
Purpol Marketing Limited, Chippenham, United Kingdom: Purpol Marketing – championing customer service success within professional services bid writing  
Simplilearn, San Francisco, California, United States: Simplilearn's Customer Service Success

**Customer Service Success - Technology Industries**  
Bigleaf Networks, Tigard, Oregon, United States: Bigleaf Networks  
Dealpath, San Francisco, California, United States: Dealpath  
Lawmatics, San Diego, California, United States: Lawmatics Success Team  
mindit.io, Bucharest, Romania: mindit.io  
Patagonia Health, Cary, North Carolina, United States: Customer Service in Every Area of Our Business  
Purpol Marketing Limited, Chippenham, United Kingdom: Purpol Marketing – championing customer service success within digital marketing services  
SureCo, Santa Ana, California, United States: Customer Service Award  
Take Command, Richardson, Texas, United States: Take Command Customer Service Achievements  
TCN, St. George, Utah, United States: TCN Leads The Call Center Software Industry In Customer Service



THE STEVIE® AWARDS FOR  
SALES & CUSTOMER SERVICE

## New Product & Service Categories

### **Business Intelligence Solution – New**

Banco Popular Dominicano, Santo Domingo, Distrito Nacional, Dominican Republic: Service Requests Via The Popular App  
SOTI, Mississauga, Ontario, Canada: SOTI XSight Transforming Mobile Device Management

### **Business Intelligence Solution – New Version**

LivePerson, New York, New York, United States: Conversational Intelligence  
Pricefx, Chicago, Illinois, United States: Paper Plane by Pricefx

### **Collaboration Solution – New**

QNB Finansbank, Istanbul, Turkey: CardFinans Trendyol

### **Contact Center Solution – New**

Hinduja Global Solutions, Bengaluru, India: Supercharge your contact center solution with HGS Agent X  
Support Services Group, Inc., Waco, Texas, United States: FanDuel's Nearshore Blueprint  
Vistio, Aurora, Illinois, United States: ServiceSim from Vistio  
Vonage, Holmdel, New Jersey, United States: Vonage Conversations for Salesforce

### **Contact Center Solution – New Version**

evaluagent, Middlesbrough, United Kingdom: SmartScore from evaluagentCX  
LivePerson, New York, New York, United States: Conversational Cloud  
PolyAI, London, United Kingdom: Customer-Led Voice Assistants for the Enterprise  
United Call Centers Ltd., Miskolc, Hungary: Unveiling AI-Driven Solutions: Elevating Customer Engagement  
Verint, Melville, New York, United States: Verint Da Vinci AI

### **CRM Suite - Midmarket - New Version**

SugarCRM, San Francisco, California, United States: The SugarCRM Platform

### **Customer Service or Sales Book of the Year**

ValueSelling Associates Inc., Carlsbad, California, United States: The Power of Value Selling: Sales Book of the Year

### **Marketing Solution – New**

Anadolu Hayat Emeklilik, Istanbul, Turkey: Customized Future Planning Module

### **Marketing Solution – New Version**

Brevo, Paris, France: Brevo - the leading CRM and marketing automation solution  
Tata Consultancy Services (TCS), Edison, New Jersey, United States: TCS Intelligent Urban Exchange?

### **Relationship Management Solution – New**

Cohora, Boston, Massachusetts, United States: Unlocking a New Level of Customer Engagement with Cohora

### **Relationship Management Solution – New Version**

OneMob, Walnut Creek, California, United States: AI Driven Video Sales Platform

### **Sales Automation Solution – New**

IBM, Armonk, New York, United States: COPRA Hub - Deciphering AI Recommendations

### **Sales Enablement Solution – New**

HP Inc., Palo Alto, California, United States: HP Curiosity  
IBM, Armonk, New York, United States: My AR InBox and Virtual Assistant - Driving Speed and Accuracy in Accounts Receivable

### **Sales Enablement Solution – New Version**

Allego, Waltham, Massachusetts, United States: Allego 7.x  
Revenue Grid, Atlanta, Georgia, United States: Revenue Grid: Activity capture-driven revenue intelligence that empowers teams to win more  
Revenue Storm Corporation, Schaumburg, Illinois, United States: Boost Your Sales Success: Apply Science to Selling with Sales Enablement Apps  
Revenue.io, Los Angeles, California, United States: Revenue.io Moments  
ValueSelling Associates Inc., Carlsbad, California, United States: ValueSelling's eValuePrompter?  
Veeam, Atlanta, Georgia, United States: Veeam Launchpad 2023

### **Sales Training Product of the Year**

IBM, Armonk, New York, United States: Sales Incentives Training  
Integrity Solutions, Nashville, Tennessee, United States: Integrity Prospecting: The Right People. The Right Accounts. The Right Conversations.

## Sales Distinction Categories

### **Sales Distinction of the Year - Computer Software**

Microsoft, Portland, Oregon, United States: How MCAPS Academy Transformed Microsoft's Sales Training and Coaching Programs  
TM HCC WorldTrips, Carmel, Indiana, United States: WorldTrips - Trip Cancellation Insurance Group Quoting Tool

### **Sales Distinction of the Year - Consumer Products & Services**

EasyCep, Istanbul, Turkey: EasyCep

### **Sales Distinction of the Year - Financial Services**

Sales Partnerships, Inc., Broomfield, Colorado, United States: Resetting the Merchant Processing Field

### **Sales Distinction of the Year - Telecommunications**

Sales Partnerships, Inc., Broomfield, Colorado, United States: Unifying Marketing and Sales to Capture Market Leadership





## THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

### Solution Provider Categories

#### Contact Center or Customer Service Outsourcing Provider of the Year

ACT (Advanced Call Center Technologies), Berwyn, Pennsylvania, United States: ACT  
Blue Ocean Contact Centers, Halifax, Nova Scotia, Canada: Beyond the Metrics: Acing the Partnership for Our Tennis Clients  
Horatio, New York, New York, United States: Horatio  
Aptia, Boston, Massachusetts, United States: Exceptional Participant Outcomes  
Movate (formerly CSS Corp), San Jose, California, United States: Movate  
Percepta, Allen Park, Michigan, United States: Percepta's Excellence in Customer Service Outsourcing  
Press-One Customer Care, Fort Collins, Colorado, United States: Press-One Customer Care  
Simply Contact, Lviv, Ukraine: Simply Contact  
TLCx, Cedar Rapids, Iowa, United States: TLCx- Optimized CX Outsourcing Provider

#### Customer Service or Call Center Consulting Practice of the Year

WNS (Holdings) Limited, Mumbai, India: WNS

#### Customer Service or Call Center Training Practice of the Year

GlowTouch, Louisville, Kentucky, United States: GlowTouch WOW Training

#### Incentive, Rewards, or Recognition Provider of the Year

Dash Solutions, Birmingham, Alabama, United States: Dash Solutions  
Playbook: From Vision to Execution  
Percepta, Allen Park, Michigan, United States: Percepta Rewards Global Employees with Perci Perks

#### Leadership or Management Training Practice of the Year

Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - Learning & Development People Experience Function  
GlowTouch, Louisville, Kentucky, United States: GlowTouch COMPASS Leadership Development Program  
Purpol Marketing Limited, Chippenham, United Kingdom: Delivering Business to Business marketing training for Millennials and entrepreneurs  
Purpol Marketing Limited, Chippenham, United Kingdom: Delivering grant writing expertise to support charities  
Purpol Marketing Limited, Chippenham, United Kingdom: Leading the way in digital marketing training for young people  
Wilson Learning Corporation, Minneapolis, Minnesota, United States: Wilson Learning - Achievements in Leadership Effectiveness

#### Sales Consulting Practice of the Year

EFG Companies, Irving, Texas, United States: Charting The Course: Essential Training for Industry Evolution  
Integrity Solutions, Nashville, Tennessee, United States: Integrity Solutions: A Consultative Sales Partner  
Janek Performance Group, Las Vegas, Nevada, United States: Janek Performance Group  
Mom Meets Life, Jeannette, Pennsylvania, United States: Christina Sims, Founder  
SIEMENS Ev Aletleri A.S. / Istanbul / Turkiye, Istanbul, Turkey: SIEMENS TRIBAL MARKETING SALES PROGRAM

#### Sales or Customer Service Solutions Technology Partner of the Year

Active Digital, Lamberhurst Vineyard, Lamberhurst, Tunbridge Wells, Kent, United Kingdom: Manage my Mobile with 'Active Insights' App  
Ada, Toronto, Ontario, Canada: Ada  
BrainStorm, American Fork, Utah, United States: BrainStorm  
Infinity, Reigate, United Kingdom: Infinity  
IntouchCX, Winnipeg, Manitoba, Canada: IntouchCX  
National Spine & Pain Centers / TouchPoint One, Indianapolis, Indiana, United States: NSPC's Journey with TouchPoint One's Acuity  
PipelinerCRM, Los Angeles, California, United States: PipelinerCRM  
SESTEK, Istanbul, Turkey: SESTEK  
Workbooks, Reading, United Kingdom: Workbooks: Putting the 'R' in CRM

#### Sales Outsourcing Provider of the Year

MarketStar, Ogden, Utah, United States: MarketStar: Pioneer of Sales Outsourcing, Clear Market Leader in 2024  
Sales Focus Inc., North Charleston, South Carolina, United States: Sales Focus Inc.  
Sales Partnerships, Inc., Broomfield, Colorado, United States: SPI - Sales Outsourcing's Gold Standard

#### Sales Training Practice of the Year

Integrity Solutions, Nashville, Tennessee, United States: Integrity Solutions  
Janek Performance Group, Las Vegas, Nevada, United States: Janek Performance Group  
Marley Nonami Incorporated, Atlanta, Georgia, United States: Marley Nonami Incorporated  
Mindtickle, San Francisco, California, United States: Mindtickle Revenue Productivity Platform for Holistic Sales and Buyer Enablement  
RAIN Group, Boston, Massachusetts, United States: RAIN Group earns client recognition for 'most effective training ever'  
SIEMENS Ev Aletleri A.S., Istanbul, Turkey: SIEMENS TRIBAL MARKETING SALES TRAINING PROGRAM  
The Brooks Group, Greensboro, North Carolina, United States: The Brooks Group  
Tyson Group, Dublin, Ohio, United States: Impacting Sales Outcomes through Data-Driven, Comprehensive Sales Training  
Wilson Learning Corporation, Minneapolis, Minnesota, United States: Wilson Learning - Achievements in Sales Effectiveness

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## Sales Achievement Categories

### Achievement in Sales Automation

Bank of America, Charlotte, North Carolina, United States: Digital Assisted Shopping  
IBM, Armonk, New York, United States: APAC Japan Conga Deployment  
IBM, Armonk, New York, United States: Global Incentives Answers (GIA) Integration  
IBM, Armonk, New York, United States: Prospecting in IBM Sales Cloud CRM using IBM Recommendations & Insights System IRIS  
IBM, Armonk, New York, United States: Sales Role Automation  
OneShot.ai INC., Tracy, United States: OneShot.ai Automates Prospecting Busywork

### Achievement in Self-Service Sales

Aptia, Boston, Massachusetts, United States: Revolutionary Self-Service Platform for Health Insurance Shopping  
SkillGapfinder, Greater Noida, Uttar Pradesh, India: Skillgapfinder's Achievement in Self-Service Sales

### Achievement in the Digital Transformation of Sales Operations

IBM, Armonk, New York, United States: Digitally Transforming Enterprise Sales with Salesforce and AI  
IBM, Armonk, New York, United States: iERP in ESW Business in APAC & Japan: A Transformation Milestone

### Achievement in the Use of Data & Analytics in Sales

DHL Express India Pvt. Ltd., Mumbai, Maharashtra, India: DHL Express India Pvt. Ltd.  
fullthrottle.ai, West Chester, Pennsylvania, United States: fullthrottle.ai Nationwide, Columbus, Ohio, United States: Nationwide's Use of Data & Analytics in 2023

### Achievement in Value-based Selling Techniques

SAP SE, Walldorf, Baden-Württemberg, Germany: SAP Digital, Digital Value Discovery  
Weir Group PLC, Carlsbad, California, United States: Weir Minerals: Value-based Selling for a Greener Tomorrow

### Award for Innovation in Sales - Business Services Industries

Sales Partnerships, Inc., Broomfield, Colorado, United States: Innovation expanding what can be done in field sales

### Best Use of Technology in Sales

Fareportal Inc., New York, New York, United States: Hotel Recommender Model  
Gong, San Francisco, California, United States: Gong  
Koncert, Salem, New Hampshire, United States: Best use of AI Technology in Sales & Marketing  
Qualitest Group, Bridgewater, New Jersey, United States: At Qualitest, We Aim High With AI  
SAP SE, Walldorf, Baden-Württemberg, Germany: SAP Digital, SAP Enterprise GPT & Digital Launchpad, powered by SAP Joule  
TransPerfect Translations, New York, New York, United States: Johanna Weis and Sanofi  
TransPerfect Translations, New York, New York, United States: Ty Trainer

### Demand Generation Program of the Year

CONTENTgine, Reno, Nevada, United States: CONTENTgine's Demand Generation Program

### Inbound Marketing Program of the Year

Nationwide, Columbus, Ohio, United States: Nationwide's 2023 Inbound Marketing Program of the Year

### Outbound Marketing Program of the Year

Advantex Learning Solutions, West Conshocken, Pennsylvania, United States: The Super Bowl Simulation  
Kimberly-Clark Professional, Carlsbad, California, United States: Aligning the Revenue Engine for Maximum Impact: Kimberly-Clark Professional

### Sales Employer of the Year

ezCater, Boston, Massachusetts, United States: ezCater

### Sales Enablement Program of the Year

Cisco's Industry Solutions Group (ISG), Seattle, Washington, United States: Industry Solutions Group: Catalysts of Change in Cisco's Sales Revolution  
HP Inc., Palo Alto, California, United States: HP Amplify Impact  
SAP, Newtown Square, Pennsylvania, United States: Year One Success for All in Customer Success

### Sales Growth Achievement of the Year

Entek Elektrik, Istanbul, Turkey: Menzelet and Kilavuzlu Hydroelectric Power Plants Rehabilitation  
SoftPro, Raleigh, North Carolina, United States: Customer Empowerment in Evolving Market Drives Exceptional Sales Growth

### Sales Meeting of the Year

IBM Corporation, Armonk, New York, United States: IBM Sales Kickoff 2024 - We're All In on Hybrid!  
LiveRamp, Carlsbad, California, United States: Creating a Culture of Exceptionalism: LiveRamp's SKO  
United Wholesale Mortgage, Pontiac, Michigan, United States: United Wholesale Mortgage - UWM LIVE!

### Sales Training or Coaching Program of the Year - All Other Industries

Alight Solutions, Lincolnshire, Illinois, United States: Alight's Retiree Solutions New Sales Agent Training Program  
The Brooks Group, Greensboro, North Carolina, United States: The Brooks Group and CHI Overhead Doors  
Xylem Inc, London, United Kingdom: Xylem Inc's Sales Training Program

### Sales Training or Coaching Program of the Year - Business Services Industries

Janek Performance Group, Las Vegas, Nevada, United States: Janek Performance Group TOPS  
Toco Warranty, Los Angeles, California, United States: What's Your Customer's VIBE?

### Sales Training or Coaching Program of the Year - Technology Industries

IBM, Armonk, New York, United States: IBM Global Sales School: Accelerated and Effective New Seller Training  
Palette Skills, Toronto, Ontario, Canada: Palette Skills  
ServiceNow, Bray, Co. Wicklow, Ireland: ServiceNow AMPLify Manager Program (AMP)

### Sales Turnaround of the Year

fullthrottle.ai, West Chester, Pennsylvania, United States: fullthrottle.ai  
Packhelp, Warsaw, Mazowieckie, Poland: Revolutionizing Packaging with Revenue Operations Excellence

### Social Selling Initiative of the Year

IBM, Armonk, New York, United States: IBM's Journey to Revolutionize Social Selling and Empower Sales Transformation



## THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

### Presentation of the Ethics in Sales Awards

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### Sales Individual Categories

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#### National Sales Executive of the Year

Aptive Environmental, Provo, Utah, United States: Tosh Mackintosh, Senior President of Sales  
Avality, Jacksonville, Florida, United States: Lori Smith, Regional Vice President, Business Development  
ezCater, Boston, Massachusetts, United States: Ryan Massimo, VP of Enterprise Demand Sales  
Octane, New York, New York, United States: Jon Vestal, SVP and Head of Growth  
Proforma, Independence, Ohio, United States: Greg Armstrong, Chief Sales Officer  
Sales Partnerships, Inc., Broomfield, Colorado, United States: Jay Graves, Vice President of Strategic Sales  
Thrive, Nottingham, United Kingdom: Josh Devanny, Chief Sales Officer

#### Sales Director of the Year

Budget Rent a Car - Saudi Arabia, Jeddah, Mecca, Saudi Arabia: Anil Mathew Abraham, Director of Sales & Marketing  
Contact Lens King Inc., Champlain, New York, United States: Bucky LaFountain  
fullthrottle.ai, West Chester, Pennsylvania, United States: Will McGinnis, Director of Sales  
Microverse Automation Pvt. Ltd. Pune Maharashtra India, Pune, Maharashtra, India: Sameer Pikale, National Sales and Marketing Head  
Octane, New York, New York, United States: Sean Warner, National Sales Director  
Premium International for Financial Services, Giza, El Dokki, Egypt: Ahmed Magdy, Head of Corporate  
Qualitest Group, Bridgewater, New Jersey, United States: Tess Hilton, Sales Director  
Sales Partnerships, Inc., Broomfield, Colorado, United States: David Criswell, Sales Director  
TransPerfect Translations, New York, New York, United States: Jessica Peyser, Sr. Director, Business Development  
TTEC, Krakow, Poland: Keneth Umlauf, Sales Director  
Voya Financial, Inc., New York, New York, United States: Denise Fortune, Vice President- Institutional Clients

#### Sales Engineer of the Year

Avetta, Lehi, Utah, United States: Sarah Blevins, Director, Solution Engineering

#### Sales Manager of the Year

Sales Partnerships, Inc., Broomfield, Colorado, United States: Jerome Hamlette, Regional Sales Manager

#### Sales Operations Professional of the Year

Sales Partnerships, Inc., Broomfield, Colorado, United States: Orion Wiseman, Vice President of Operations

#### Sales Representative of the Year - All Other Industries

DHL Express Vietnam, Ho Chi Minh City, Vietnam: Nguyen Duong Khanh, Global Account Manager

#### Sales Representative of the Year - Business Services Industries

Sales Partnerships, Inc., Broomfield, Colorado, United States: Chris Lee, Field Sales Representative

#### Sales Representative of the Year - Other Services Industries

Voya Financial, Inc., New York, New York, United States: Jamie Tuttle, Regional Vice President

#### Sales Representative of the Year - Technology Industries

Dun & Bradstreet, Carlsbad, California, United States: Ashley Cummings, Data & Analytics Advisor for Finance, Supply & Marketing

#### Sales Support Professional of the Year

Sales Partnerships, Inc., Broomfield, Colorado, United States: Rowan Rozanski, Information Systems Internal Support Manager  
TransPerfect Translations, New York, New York, United States: Dana Weber, Global Director, Client Services  
TransPerfect Translations, New York, New York, United States: Jordan Snedden, Client Services Manager  
TransPerfect Translations, New York, New York, United States: Luke Delaney, Director

#### Sales Training or Education Professional of the Year

Toco Warranty, Los Angeles, California, United States: Paul McGee, Executive Vice President

#### Senior Sales Executive of the Year

Aptive Environmental, Provo, Utah, United States: Tosh Mackintosh, Senior President of Sales  
AT&T, Dallas, Texas, United States: Brendan Rineer, Associate Vice President for Mobility, AT&T Integrated & Partner Solutions  
AT&T, Dallas, Texas, United States: Kate Deloach, Associate Vice President for Sales Wholesale  
Brighton Health Plan Solutions, New York, New York, United States: Michelle Zettergren, President Labor, Chief Sales & Marketing Officer  
Datasite, Minneapolis, Minnesota, United States: Todd Albright, Chief Revenue Officer  
Octane, New York, New York, United States: Mark Davidson, Chief Revenue Officer and Co-Founder  
Sales Partnerships, Inc., Broomfield, Colorado, United States: Fred Kessler, Chief Sales Officer  
Skyhigh Security, San Jose, California, United States: Gee Rittenhouse, Chief Executive Officer



## THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

### Woman of the Year in Sales

Datasite, Minneapolis, Minnesota, United States: Fiona Gavigan, VP, Global Head of Inside Sales  
Qualitest Group, Bridgewater, New Jersey, United States: Tess Hilton, Sales Director  
SAP France, Paris, France: Sandrine Pons, Regional VP Solutions Sales & Innovation  
TransPerfect Translations, New York, New York, United States: Andreea Andries, Director of Business Development  
TransPerfect Translations, New York, New York, United States: Jennifer Salerno, Director of Strategic Accounts

### Worldwide Sales Executive of the Year

AlphaSense, New York, New York, United States: Kiva Kolstein, President and Chief Revenue Officer  
Belkins, Dover, Delaware, United States: Brian Hicks, VP of Sales  
Integral Ad Science, New York, New York, United States: Yannis Dosios, CCO

## Presentation of Honorary Gold Stevie Awards

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**ValueSelling  
Associates™**

2024 ValueSelling Sales Excellence Award

2024 ValueSelling XDR Americas Award

## Sales Team Categories

### Account Management Team of the Year

Qualitest Group, Bridgewater, New Jersey, United States: Qualitest - (Multiplan)

### Field Sales Team of the Year

Kuveyt Turk Participation Bank, Kocaeli, Turkey: Kuveyt Turk Participation Bank Field Sales Team  
Sales Partnerships, Inc., Broomfield, Colorado, United States: Leveraging unified sales and marketing to unseat major ISPs  
Sales Partnerships, Inc., Broomfield, Colorado, United States: Successfully completing the second largest face to face SMB sales campaign in US history  
Tam Finans, Istanbul, Turkey: Tam Finans Sales Force

### Inside or Telesales Team of the Year

Alight Solutions, Chicago, Illinois, United States: Sales Awards Team - Alight Solutions OneSource team  
Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - GIO Allianz UK Animal Health Insurance Sales  
Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India GIO - Allianz Australia Contact Centre  
Trupanion, Seattle, Washington, United States: Trupanion's Pet Passionate Telesales Team  
yoummday, Munich, Germany: Unlocking Success: Surpassing Competitors with Outbound Sales Excellence

### National Sales Team of the Year

Aditya Birla Sun Life Insurance, India, Mumbai, Maharashtra, India: Aditya Birla Sun Life Insurance Sales team - Trailblazers of value driven growth  
Allbridge, Raleigh, North Carolina, United States: Allbridge Team 4  
Budget Rent a Car - Saudi Arabia, Jeddah, Mecca, Saudi Arabia: Budget Saudi, National Sales Team Success  
Sales Partnerships, Inc., Broomfield, Colorado, United States: Success completing the second largest SMB field sales program in US History  
SoftPro, Raleigh, North Carolina, United States: Recognizing Customer Needs in Evolving Market Propels Sales

### Sales Operations Team of the Year

Datasite, Minneapolis, Minnesota, United States: Datasite's Sales Operations Team  
IBM, Armonk, New York, United States: GCG Client and Industry Team: Create Best-in-Class Client Experience  
IBM, Armonk, New York, United States: Global GCLM Acceleration (Migration & Certification)  
Sales Partnerships, Inc., Broomfield, Colorado, United States: Making the Near Impossible Look Easy

### Sales Support Team of the Year - Business Services Industries

IBM, Armonk, New York, United States: Breaking the Crux: the ISA Market DSO Success  
IBM, Armonk, New York, United States: Managing the Pulse of Business - The Undaunting Support from ISA Bid Management  
IBM, Armonk, New York, United States: Win in the Face of Adversity - GCG Q2C Consulting Team  
Yuksekbilgili Egitim & Danismanlik, Istanbul, Turkey: Yuksekbilgili Sales Support Team

### Sales Support Team of the Year - Other Service Industries

American Tire Distributors, Athens, Georgia, United States: American Tire Distributors  
Discover Puerto Rico, San Juan, Puerto Rico: Discover Puerto Rico

### Sales Support Team of the Year - Technology Industries

IBM, Armonk, New York, United States: Transform for faster and easier business: GCG Q2C HW and SW Squad  
Mirabel Technologies, Fort Lauderdale, Florida, United States: Mirabel Technologies Sales Support Team

### Virtual Technology Sales Enablement and Pre-sales Team of the Year

Qualitest Group, Bridgewater, New Jersey, United States: Pre Sales team of the year  
SAP, Newtown Square, Pennsylvania, United States: Learning2GO - Cutting Edge Virtual Sales Enablement



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## Thought Leadership Categories

### Best Integration of Thought Leadership into the Sales Process

ADP Retirement Services, Florham Park, New Jersey, United States: Regulatory Thought Leadership  
VMware (Broadcom), Palo Alto, California, United States: VMware 3-Year Global Partner Success Study

### Best Use of Thought Leadership in Business Development

Blissful Body Aesthetics, Rahway, New Jersey, United States: Sherry Hurtado, Founder & CEO  
Cisco's Industry Solutions Group (ISG), Seattle, Washington, United States: Cisco's Industry Solutions Group Sets the Bar for Tech Thought Leadership  
Drury Design, New York, New York, United States: Creative Lab & IdeaJam  
EFG Companies, Irving, Texas, United States: Team Member Thought Leadership Drives Business Growth  
Makers Nutrition, Hauppauge, New York, United States: Jason Provenzano, CEO  
Purpol Marketing Limited, Chippenham, United Kingdom: Purpol Marketing – championing thought leadership within construction bid writing  
Purpol Marketing Limited, Chippenham, United Kingdom: Thought leadership pivot from bids to grant writing to support Cherishers 811 CIC  
Radformation, Inc., New York, New York, United States: Radformation's Commitment to Improving Cancer Care  
VMware (Broadcom), Palo Alto, California, United States: VMware 3-Year Global Partner Success Study

### Best Use of Thought Leadership in Complex Sales

VMware (Broadcom), Palo Alto, California, United States: VMware 3-Year Global Partner Success Study

### Best Use of Thought Leadership in Customer Service

AIP Consulting Ltd, Nicosia, Cyprus: Leading the Way in Customer Experience Management  
Aires, Pittsburgh, Pennsylvania, United States: Aires' Mobility 101 Program  
DHL Express, Saudi Arabia, Al Khobar, Saudi Arabia: Innovative Leadership on Performance Improvement in 2023  
IntouchCX, Winnipeg, Manitoba, Canada: IntouchCX  
NYC311, New York, New York, United States: NYC311 Expanding and Evolving  
R&R Partners, Las Vegas, Nevada, United States: Systematically-Organized UTM Codes for Easy Analysis

### Best Use of Thought Leadership in Customer Service (Continued)

Splunk, San Francisco, California, United States: Splunk Lantern's commitment to promoting Splunk thought leadership  
The Remmert Method, Peoria, Illinois, United States: The Remmert Method's Thought Leadership Success  
TTEC, Englewood, Colorado, United States: TTEC AI Center of Excellence  
UPMC Health Plan, Pittsburgh, Pennsylvania, United States: UPMC Health Plan  
VMware (Broadcom), Palo Alto, California, United States: VMware 3-Year Global Partner Success Study  
Yuksekbilgili Egitim & Danismanlik, Istanbul, Turkey: Thought Leadership in Yuksekbilgili Contact Center  
Zenni, Novato, California, United States: Zenni's Approach to Customer Service  
Zywave, Milwaukee, Wisconsin, United States: Zywave: Thought Leaders, Culture Champions, Strategic Partners

### Best Use of Thought Leadership in Sales

Integrity Solutions, Nashville, Tennessee, United States: Insights That Inspire: Integrity Solutions  
Legal Resources, Virginia Beach, Virginia, United States: Thought Leadership Triumph in Transforming Legal Benefit Sales  
Purpol Marketing Limited, Chippenham, United Kingdom: Thought leadership to deliver new sales revenue streams  
RAIN Group, Boston, Massachusetts, United States: New Research, Insights Help Sales Managers and Sellers Succeed  
Sales Partnerships, Inc., Broomfield, Colorado, United States: Prioritizing Innovation in Sales Delivers Industry Leading Results  
Shell International Aviation, Makati, Philippines: Shell Aviation tackling emissions today, for a sustainable tomorrow  
VMware (Broadcom), Palo Alto, California, United States: VMware 3-Year Global Partner Success Study



## Customer Service & Contact Center Achievement Categories

### Achievement in Customer Experience – Computer Software

Afniti, Washington, District of Columbia, United States: Digital  
Integration of Afniti AI and LivePerson Conversational Cloud  
Avetta, Lehi, Utah, United States: The Avetta Support Center  
CleverTap, Mountain View, California, United States: CleverTap's  
Customer Experience Revolution: Becoming a Strategic Partner in  
the Customer Journey  
Docupace, Coppell, Texas, United States: Breakthroughs in Customer  
Experience  
Intuit, Toronto, Ontario, Canada: French QuickBooks Payments Canada  
Justworks, New York, New York, United States: Justworks  
OpenGov, San Francisco, California, United States: OpenGov Support  
Transitions to PODs  
PowerSchool, Folsom, California, United States: PowerSchool: Focusing  
on the Customer Journey  
Skimmer, Austin, Texas, United States: Right Time, Right Place, Right  
Friendly Face  
Tata Consultancy Services (TCS), Edison, New Jersey, United States:  
TCS MasterCraft? Connected Intelligence Platform (CIP)

### Achievement in Customer Experience – Financial Services

Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India  
GIO - Compliance Support Services?  
Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India  
GIO - North America Premium Audit Team  
Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India  
GIO Control Expert India Team for Allianz  
Bank of America, Charlotte, North Carolina, United States: Client  
Retention Program  
eMoney Advisor, Radnor, Pennsylvania, United States: eMoney's Client  
Support Team  
iTrustCapital, Calabasas, California, United States: iTrustCapital  
NICE, Hoboken, New Jersey, United States: MoneyGram revolutionizes  
their transactional sites  
St. James's Place, Cirencester, Gloucestershire, United Kingdom: SJP –  
Giving clients the confidence to create the futures they want  
United Wholesale Mortgage, Pontiac, Michigan, United States: United  
Wholesale Mortgage - Memory Maker

### Achievement in Customer Experience – All Other Industries

Accurate Background, Irvine, California, United States: Project Kairos-  
Customer Experience Magic-Accurate Background  
Capital Rx, New York, New York, United States: Capital Rx's Customer  
Experience Innovations  
Cinch Home Services, Boca Raton, Florida, United States: Cinch Home  
Services Pilots White Glove Program for CX Optimizations  
CivicPlus, Manhattan, Kansas, United States: CivicPlus  
Crunchyroll, San Francisco, California, United States: Crunchyroll's Elite  
Customer Service Team  
DHL Express, Beirut, Lebanon: AS ONE for Customer Satisfaction  
DHL Express Chile, Santiago, Chile: Mitigating Repeat Calls DHL Chile's  
'One Stop Solution' Project  
Element Electronics, Winnsboro, South Carolina, United States:  
Element Electronics, LLC  
Equipment Depot, Inc., Houston, Texas, United States: Equipment  
Depot, Inc.

### Achievement in Customer Experience – All Other Industries (Continued)

First Advantage, Atlanta, Georgia, United States: First Advantage  
Customer Service Transformation: Investing in People and Technology  
Freedom Solar Power, Austin, Texas, United States: Customer Service  
Misli.com, Istanbul, Turkey: Customer Experience Project  
Oi SA, Rio de Janeiro, Brazil: DialMyApp digital experience  
Optum, Eden Prairie, Minnesota, United States: Customer Experience  
Improvements: Optum Financial No Wrong Number  
Sunrun, San Francisco, California, United States: NPS Achievement:  
Sunrun's Customer-Obsessed Approach Shines  
Turo, Phoenix, Arizona, United States: Turo is Customer Obsessed

### Achievement in Customer Service Automation

Allianz Turkey, Istanbul, Turkey: Integrated Customer Care Automations  
Automation Anywhere, San Jose, California, United States: Automation  
Anywhere  
Avetta, Lehi, Utah, United States: The Avetta Support Center  
DHL Express (Canada) Ltd, Brampton, Ontario, Canada: DHL Express  
Canada - Customer Centric IVR Re-design  
Duda, Louisville, Colorado, United States: Duda Leads the Way in  
Automating Customer Service  
HGS, Lisle, Illinois, United States: HGS (Hinduja Global Solutions)  
IntelePeer, Dania Beach, Florida, United States: The Future of  
Customer Service Through the Eyes of IntelePeer  
Justworks, New York, New York, United States: Justworks  
Loveholidays, London, United Kingdom: How harnessing AI is growing  
our business  
Meridian Health, Detroit, Michigan, United States: Revolutionizing  
Customer Engagement with Self-Service and IVR Technology  
Product Madness, London, United Kingdom: Product Madness  
SAP, Lake Mary, Florida, United States: Support Assistant and ISE  
VIZIO Inc., Irvine, California, United States: Danny Boyle BRINGG  
Vodafone, Istanbul, Maslak, Turkey: Vodafone's Customer Incident  
Categorization AI

### Achievement in the Use of Data & Analytics in Customer Service

Blackhawk Network, Pleasanton, California, United States: Business  
Solutions Team - CS Data & Analytics Strategies  
CarrefourSA, Istanbul, Turkey: CarrefourSA ProAct Insight: CX Trackers  
Project  
Cisco Systems, San Jose, California, United States: Cisco's TRON  
Framework: Revolutionizing Customer Excellence through  
Predictive Analytics  
DHL Express Colombia LTDA, Bogotá, Colombia: Quality - As one!  
Docupace, Coppell, Texas, United States: Enhancing Transparency  
through Customer Service  
Fareportal Inc., New York, New York, United States: Hotel  
Recommender Model  
IBM, Armonk, New York, United States: Devices@IBM: Innovating  
Operations and Empowering Efficiency  
Innovature BPO (Innovature Consulting Company Limited), Ho Chi  
Minh City, Vietnam: Innovature BPO's Use of Data & Analytics  
Inspiro, Makati City, Philippines: Inspiro  
QNB Finansbank, Istanbul, Turkey: Q Digital Assistant  
UPMC Health Plan, Pittsburgh, Pennsylvania, United States: UPMC  
Health Plan  
VakifBank, Istanbul, Turkey: VARS (VAKIFBANK RISK SOLUTION)





## THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

### **Award for Innovation in Customer Service - All Other Industries**

DHL Express, Santiago, Chile: DHL Chile - Customer Services in finance Chile, overcoming impacts and moving  
Enerjisa, Istanbul, Turkey: Refactoring Project of Enerjisa Mobile Application  
Kustomer, New York, New York, United States: Kustomer: Smart and Simple: An All-in-One Connected Service Platform  
Liveops Inc., Scottsdale, Arizona, United States: Liveops Agent Experience: Leaning into AI and Innovative Strategies  
Misli.com, Istanbul, Turkey: Customer Experience Project  
MONAT Global Corp, Doral, Florida, United States: Innovation in a Virtual World  
Shell International Aviation, Makati, Philippines: Avelia: One of the world's first blockchain powered book-and-claim solutions for scaling sustainable aviation fuel (SAF)  
Upstream Works, Woodbridge, Ontario, Canada: Upstream Works - Agent Now  
VIZIO Inc., Irvine, California, United States: The Perfect Employee Makes Auto-Summarization A Reality  
Your Health Idaho, Boise, Idaho, United States: A Watershed Moment Leads to Better Service to Idahoans

### **Award for Innovation in Customer Service - Computer Industries**

Duda, Louisville, Colorado, United States: Duda Leads the Way in Customer Service Innovation  
HGS, Lisle, Illinois, United States: HGS Agent X  
HPE, San Jose, California, United States: Aruba Support Portal (soon-to-be: HPE Networking Support Portal)  
NetApp, Inc., Sunnyvale, California, United States: NetApp Digital Support Experience - API innovation  
Splunk, San Francisco, California, United States: Splunk Lantern's innovative approach to customer success

### **Award for Innovation in Customer Service - Financial Services Industries**

Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - GIO Australia  
Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India' GIO Entertainment Insurance Support  
Banco do Brasil S.A. - São Paulo - São Paulo - Brazil, São Paulo, Brazil: BB's Customer Service team (SAC BB)  
Itaú Unibanco, São Paulo, Brazil: Transforming Calls into Digital Experiences: Itaú's Journey with DialMyApp  
QNB Finansbank, Istanbul, Turkey: Winning Customer of The Month (WCM)  
United Wholesale Mortgage, Pontiac, Michigan, United States: United Wholesale Mortgage - BOLT

### **Award for Innovation in Customer Service - Other Service Industries**

Cinch Home Services, Boca Raton, Florida, United States: Cinch Home Services Launches Decision Desk Initiative to Increase Customer Satisfaction  
DHL Express, Doha, Qatar: Empowering Customer Service Excellence: Harnessing Innovation and Technology  
Koç Holding Chippin, Istanbul, Turkey: CHIPPIN'S Innovation in Customer Service  
Samsung Electronics America, Ridgefield Park, New Jersey, United States: Supporting Consumers via SMS Using AI Language Translation Technology  
SESTEK, Istanbul, Turkey: Immigration Office Empowers Multilingual Call Center with Conversational IVR

### **Award for Innovation in Customer Service - Telecommunications Industries**

Bandwidth Inc., Raleigh, North Carolina, United States: Supporting the most demanding hyperscalers with continuous innovation

### **Best Customer Engagement Initiative**

Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - GIO Animal Health Claims  
Blackhawk Network, Pleasanton, California, United States: Disputes Team Implementations  
BlueCat Networks Inc, Toronto, Ontario, Canada: BlueCat's Architecture Review  
CleverTap, Mountain View, California, United States: Holistic Approach to Customer Engagement, from Onboarding, Support to Success.  
Ellucian, Reston, Virginia, United States: Ellucian's EllumiNation and EnlightenED Programs  
Guidebook, Inc., San Francisco, California, United States: Guide Workshops: The One-Hour Gamechanger  
Intuit, Toronto, Ontario, Canada: Adopt A Small Business  
Intuit, Toronto, Ontario, Canada: Visual Learning Hub in English and French  
MetTel, New York, New York, United States: Customer Assurance Program (CAP)  
Workbooks, Reading, United Kingdom: Workbooks: Putting the 'R' in CRM

### **Best Customer Feedback Strategy**

ActiveCampaign, Chicago, Illinois, United States: A Transformative Journey From Customer Support To Customer Experience  
Akamai, Cambridge, Massachusetts, United States: Akamai athenahealth, Watertown, Massachusetts, United States: athenahealth's Customer Feedback Strategy: The Voice of the Customer Program  
Bank of America, Charlotte, North Carolina, United States: Client Listening  
Canva, Surry Hills, New South Wales, Australia: Canva, Close The Loop  
DHL Express Worldwide (BD) Pvt. Ltd., Dhaka, Bangladesh: DHL BD Customer Feedback Strategy  
Future Generali India Insurance Company Ltd., Mumbai, India: Tuning into Excellence: The Artistry of Our Customer Feedback Strategy  
United Development Company, Doha, Qatar: United Development Company's Customer Feedback Strategy



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## Customer Service Department of the Year Finalist (ALL OTHER INDUSTRIES)



**Kate**  
LARRABEE



**Makail**  
BROWN



**Lily**  
FARBER



**Tammy**  
HUFF



**Sarah**  
JOHNSON



**Katy**  
WEWETZER



**Sherry**  
ZEHR

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



### Best Customer Satisfaction Strategy

Broadvoice, Northridge, California, United States: Broadvoice simplifies communications  
CarrefourSA, Istanbul, Turkey: CarrefourSA ProAct Insight: CX Trackers Project  
CivicPlus, Manhattan, Kansas, United States: CivicPlus  
Crunchyroll, San Francisco, California, United States: Crunchyroll's Elite Customer Service Team  
DreamHost, Brea, California, United States: DreamHost Technical Support Strategic Initiatives  
FloQast, Los Angeles, California, United States: FloQast  
Front, San Francisco, California, United States: Front Support: setting new standards for customer satisfaction  
IBM, Armonk, New York, United States: Elevating Business Partner Experience  
Intuit, Toronto, Ontario, Canada: ProTax Launch  
Intuit, Toronto, Ontario, Canada: QB Time Canada in Country Support  
iWave, Charlottetown, Canada: iWave: Best Customer Satisfaction Strategy  
Kobie, St. Petersburg, Florida, United States: The strategy behind Kobie's loyalty-centric Call Center success  
KT Corp, Seoul, South Korea: KT's 'Connecting Hearts through a Smile' – Emotional Interaction between Customer and Consultant  
Levitare, Raleigh, North Carolina, United States: Levitate - The Client Happiness Platform  
Misli.com, Istanbul, Turkey: Customer Experience Project  
Samsung Electronics America, Ridgefield Park, New Jersey, United States: Samsung Beyond Boundaries  
Talkmobile, Newbury, Berkshire, United Kingdom: Project He-man  
United Development Company, Doha, Qatar: United Development Company's Best Customer Satisfaction Strategy  
VakifBank, Istanbul, Turkey: Ödeme Iste (Payment Request)

### Best Return on Customer Service Investment

DreamHost, Brea, California, United States: DreamHost Technical Support Wait Time Zero Strategy and Increased First-Contact Resolutions  
IBM, Armonk, New York, United States: OSOL Reinvented: investing in simplicity, scalability, and better experience for its users  
UPMC Health Plan, Pittsburgh, Pennsylvania, United States: UPMC Health Plan

### Best Use of Customer Insight

Arch RoamRight, Hunt Valley, Maryland, United States: Arch RoamRight's Brainstorm Program  
Firmex, Toronto, Ontario, Canada: Ensuring Every Client's Voice is Heard  
Gryphon.ai, Boston, Massachusetts, United States: Gryph for Sentiment Analysis  
Honeylove, Los Angeles, California, United States: Honeylove  
Intuit, Toronto, Ontario, Canada: Refund Process Improvement  
Jaipur Living, Acworth, Georgia, United States: Jaipur Living- Best Use of Customer Insight  
LegalShield, Ada, Oklahoma, United States: Matt Layton, Senior Vice President of Business and Analytics  
Optum, Eden Prairie, Minnesota, United States: AARP Benefit Coverage Virtual Agent and Gym Membership Expansion: Leveraging Customer Insight  
Papara, Istanbul, Turkey: Papara  
QNB Finansbank, Istanbul, Turkey: Q Digital Assistant  
Yapi Kredi, Istanbul, Turkey: Yapi Kredi Beyond Experience

### Best Use of Technology in Customer Service - All Other Industries

ADP, Alpharetta, Georgia, United States: Client and employee support tools that make their HR experience easier and saves time  
Air India, Ernakulam, Kerala, India: AI.g, Air India's innovative AI Agent  
CarrefourSA, Istanbul, Turkey: CarrefourSA ProAct Insight: CX Trackers Project  
Church & Dwight, Ewing Township, New Jersey, United States: Cochlear adds vision to support hearing impaired service calls  
Con Edison, New York, New York, United States: Con Edison Credit Card in The Field Project  
GlowTouch, Louisville, Kentucky, United States: GlowTouch: Best Use of Generative AI Technology  
Hinduja Global Solutions, Bengaluru, India: Deploying Robotics to Enhance Customer Experience for a Financial Products and Services Provider  
Inspiro, Makati City, Philippines: Inspiro  
Shell International Aviation, Makati, Philippines: Avelia: One of the world's first blockchain-powered book-and-claim solutions for scaling Sustainable Aviation Fuel (SAF)  
CAI, Allentown, Pennsylvania, United States: CAI  
TELUS Smart Security & Automation, Vancouver, British Columbia, Canada: TELUS Alarm Automation & Offload Program  
VIZIO Inc., Irvine, California, United States: Auto-Summarization of Customer Notes

### Best Use of Technology in Customer Service - Computer Industries

Accela, San Ramon, California, United States: How Accela Scaled Customer Support and Self-Service Outcomes with SearchUnify  
Akamai, Cambridge, Massachusetts, United States: Managing Abuse and Improving Customer Experience Through Trust & Safety  
Canva, Surry Hills, New South Wales, Australia: Canva Assist  
CivicPlus, Manhattan, Kansas, United States: CivicPlus  
HP, Inc., Boise, Idaho, United States: Reducing Customer Downtime: New Most Expensive Parts Video Series  
OpenGov, San Francisco, California, United States: OpenGov Support Implements Salesforce Service Cloud

### Best Use of Technology in Customer Service - Financial Services Industries

Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - GIO Allianz UK Mid-Market Team  
ICICI Lombard General Insurance Company Limited, Mumbai, Maharashtra, India: Revolutionizing Customer Experience through Cutting-Edge Digital Solutions  
Optima Tax Relief, LLC, Santa Ana, California, United States: Optima Tax Relief-Use of Technology  
QNB Finansbank, Istanbul, Turkey: Q Digital Assistant  
Tata Consultancy Services (TCS), Edison, New Jersey, United States: TCS Customer Intelligence & Insights?  
TEB, Istanbul, Turkey: A New Generation Center of Excellence



## THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

### **Best Use of Technology in Customer Service - Other Service Industries**

Capital Rx, New York, New York, United States: Capital Rx's Customer Service Innovations  
itel, Vieux Fort, Saint Lucia: itel's All-in-One Performance Management and Learning System  
Justworks, New York, New York, United States: Justworks  
Cotiviti Inc., Atlanta, Georgia, United States: Innovation Unleashed: Elevating Customer Service Through Cutting-Edge Technology at Cotiviti  
Loveholidays, London, United Kingdom: How harnessing AI is growing our business  
National Spine & Pain Centers / TouchPoint One, Indianapolis, Indiana, United States: The NSPC & Acuity Partnership  
PowerSchool Group LLC, Folsom, California, United States: PowerSchool: Improving Customer Experience with Innovative Technology Solutions  
SESTEK, Istanbul, Turkey: E-commerce company Hepsiburada Increased Agent Efficiency at Call Center  
JK Moving, Sterling, Virginia, United States: JK Moving  
UPMC Health Plan, Pittsburgh, Pennsylvania, United States: UPMC Health Plan

### **Best Use of Technology in Customer Service - Telecommunications Industries**

Frontier Communications, Dallas, Texas, United States: Frontier  
KT Corp, Seoul, South Korea: Kt's AI Call Mapping Solution for Higher Sales Rate of KT Customer Contact Center

### **Customer Service Employer of the Year**

Alorica, Irvine, California, United States: Alorica: Empowering Employees From Day 1  
DHL Express Vietnam, Ho Chi Minh City, Vietnam: Employer of Choice  
Golden Hour, Spring, Texas, United States: Golden Hour  
itel, Vieux Fort, Saint Lucia: itel  
Percepta, Allen Park, Michigan, United States: Percepta  
Shell International Aviation, Makati, Philippines: Shell International Aviation Support Services Group, Inc., Waco, Texas, United States: Support Services Group  
Triton Canada Inc., Toronto, Ontario, Canada: Triton Canada  
Unitedhealthcare Provider Service Operations, Minnetonka, Minnesota, United States: UHC Provider Service Operations - We Are The Difference

### **Customer Service Training or Coaching Program of the Year - All Other Industries**

Alight Solutions, Lincolnshire, Illinois, United States: Alight's Retiree Solutions New Agent Training Program  
Blackhawk Network, Pleasanton, California, United States: iGrow Program revamp  
DHL Express (Canada) Ltd, Brampton, Ontario, Canada: DHL Express Canada - Opportunity 4All  
DHL Express Worldwide (BD) Pvt. Ltd., Dhaka, Bangladesh: DHL BD Customer Service Training or Coaching Program  
Inspiro, Makati City, Philippines: Simulate by Inspiro  
Liveops Inc., Scottsdale, Arizona, United States: Liveops Learning & Development Team's Innovative Optimization

### **Customer Service Training or Coaching Program of the Year - Business Services Industries**

DBS Bank Ltd, Singapore: Making Customer Centre Great Again!  
iQor, Fort Lauderdale, Florida, United States: iLead iQor's Global Career Coaching & Mentorship Program  
Toco Warranty, Los Angeles, California, United States: Train to Scale!

### **Customer Service Training or Coaching Program of the Year - Other Service Industries**

DHL Express Panamá, Panama: AID Coaching program for CS Panamá

### **Customer Service Training or Coaching Program of the Year - Technology Industries**

HireVue, South Jordan, Utah, United States: HireVue Trains to Scale  
IBM, Armonk, New York, United States: Digital Incubator Program

### **e-Commerce Customer Service Award - All Other Industries**

Desiderate PTY LTD Thirroul NSW, Thirroul, New South Wales, Australia: Building customer connection online: Desiderate

### **e-Commerce Customer Service Award - Other Service Industries**

Teleperformance, Gurugram, Haryana, India: Teleperformance - Wish E-commerce Case Study on Transforming CX

### **Remote Customer Service Innovation of the Year**

Docupace, Coppell, Texas, United States: Going the extra mile: Docupace's PreciseFP

## **Presentation of the People's Choice Awards**





## Customer Service Department Categories

### Customer Service Department of the Year - Airlines, Distribution & Transportation

DHL Express, Kuwait: DHL Express' Customer Service Department  
DHL Express, Manila, Philippines: Driven by Service, Powered by Care:  
Elevating Customer Experiences in DHL Express Philippines  
DHL Express, San Pedro Sula, Honduras: HONDURAS, AS ONE –  
TEAM SERVICE  
DHL Express Vietnam, Ho Chi Minh City, Vietnam: The Power of One  
DHL Express Worldwide (BD) Pvt. Ltd., Dhaka, Bangladesh: DHL  
Express Worldwide (BD) Pvt. Ltd., Bangladesh  
DHL Keells (Pvt) Ltd. Sri Lanka, Colombo, Sri Lanka: DHL Express'  
Customer Service Department  
DHL Uruguay, Montevideo, Uruguay: DHL Uruguay  
Turo, Phoenix, Arizona, United States: Turo Customer Service Department  
Zonar, Seattle, Washington, United States: Zonar's "Win as One"  
Mentality Embodies Excellence in Customer Service

### Customer Service Department of the Year - All Other Industries

Copyright Clearance Center, Danvers, Massachusetts, United States:  
Copyright Clearance Center's Customer Service Department  
Crunchyroll, San Francisco, California, United States: Crunchyroll's Elite  
Customer Service Team  
Deako Lighting, Seattle, Washington, United States: Deako Inc.  
DHL Express, Buenos Aires, Argentina: Ar Customer Service  
Department of the Year 2023  
DirectEmployers Association, Indianapolis, Indiana, United States:  
DirectEmployers Association Customer Service Department  
Element Electronics, Winnsboro, South Carolina, United States:  
Element Electronics, LLC - Customer Service Department  
Fox World Travel, Oshkosh, Wisconsin, United States: Premiere TMC in  
Total Client Experience  
Showdown Displays, Brooklyn Center, Minnesota, United States:  
WOW Starts With You!

### Customer Service Department of the Year - Computer Hardware

Unitrends, Burlington, Massachusetts, United States: Unitrends

### Customer Service Department of the Year - Computer Services

Akamai, Cambridge, Massachusetts, United States: Akamai Compute  
Support  
Demandbase, San Francisco, California, United States: Demandbase  
Firmex, Toronto, Ontario, Canada: Supporting Satisfied Customers  
IBM, Los Gatos, California, United States: IBM Multi-Vendor Systems  
Remote Technical Support

### Customer Service Department of the Year – Computer Software - 100 or More Employees

Achievers, Toronto, Ontario, Canada: Achievers Customer Success  
Award Nomination  
Alida, Toronto, Ontario, Canada: Alida  
Automation Anywhere, San Jose, California, United States: Automation  
Anywhere  
Avetta, Lehi, Utah, United States: The Avetta Support Center  
aytm, Mount Laurel, New Jersey, United States: aytm's Customer  
Service Department  
CivicPlus, Manhattan, Kansas, United States: CivicPlus: Customer  
Service Department  
Constant Contact, Waltham, Massachusetts, United States: Constantly  
Going Above & Beyond  
DAT Freight & Analytics, Denver, Colorado, United States: DAT Freight  
& Analytics  
Daxko, Birmingham, Alabama, United States: Daxko Customer Service  
Department  
Fleetio, Birmingham, Alabama, United States: Customer Care +  
Adaptability = Fleetio's Recipe for Quality Support  
FloQast, Los Angeles, California, United States: FloQast  
FormAssembly, Bloomington, Indiana, United States: FormAssembly's  
Customer Service Department  
Front, San Francisco, California, United States: Front Support - raising  
the bar for customer service!  
GoCo io, Houston, Texas, United States: GoCo's Industry-Leading  
Customer Service Department & Training Specialists  
Heavy Construction Systems Specialists (HCSS), Sugar Land, Texas,  
United States: Heavy Construction Systems Specialists (HCSS)  
IntelliShift, Commack, New York, United States: IntelliShift  
ION, Uniondale, New York, United States: TransformatION: ION Client  
Services' Commitment to Customer Success  
Muck Rack, Miami, Florida, United States: Muck Rack  
Nasdaq Governance Solutions, New York, New York, United States:  
Nasdaq Governance Solutions Customer Service Team  
OneCause, Carmel, Indiana, United States: OneCause Customer  
Service Team  
Own Company, Englewood Cliffs, New Jersey, United States:  
Delighting customers through reduction of joyless work and increase  
of self service  
QSR Automations, Louisville, Kentucky, United States: QSR  
Automations | Raising the Bar for Customer Service  
Quantum Workplace, Omaha, Nebraska, United States: Quantum  
Workplace: A Reliable Partner to HR  
Raken, Carlsbad, California, United States: Raken's Customer Service  
Department  
Seismic, San Diego, California, United States: Seismic Customer Service  
Department  
ShipHero, Garnerville, New York, United States: ShipHero's  
Outstanding Customer Support Team  
Sprout Social, Chicago, Illinois, United States: Sprout Social Customer  
Support  
Synchron, Stockholm, Sweden: Synchron Support – Transforming support  
for a successful merger  
UserTesting, Mountain View, California, United States: Shaping  
the Future of Support: Creating a Unified Voice Post Merger of  
UserTesting & UserZoom  
Zywave, Milwaukee, Wisconsin, United States: Zywave's Customer  
Support Department



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## THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

### **Customer Service Department of the Year – Computer Software - Up to 100 Employees**

Agilence, Mt. Laurel, New Jersey, United States: Agilence Customer Service Department  
Alloy Software, Bloomfield, New Jersey, United States: Alloy Software Customer Service Excellence  
AWeber - Email Marketing, Chalfont, Pennsylvania, United States: AWeber's Customer Solutions team  
Brainier Solutions, Edina, Minnesota, United States: Brainier Solutions  
ClickBid LLC, Norton Shores, Michigan, United States: ClickBid LLC  
DATABASICS, Reston, Virginia, United States: Beyond the BASICS  
Firmex, Toronto, Ontario, Canada: Supporting Satisfied Customers  
Guidebook, Inc., San Francisco, California, United States: Customer Success at Guidebook: Happy Employees, Happier Customers  
Lawmatics, San Diego, California, United States: Lawmatics Success Team  
Lawmatics, San Diego, California, United States: Lawmatics Transforms Law Firm Operations with Bespoke Success Models  
OpenGov, San Francisco, California, United States: OpenGov Support Transitions to PODs  
Output, Los Angeles, California, United States: Putting music back in our customers hands.  
PeopleKeep, Salt Lake City, Utah, United States: PeopleKeep  
Rocket Matter, Boca Raton, Florida, United States: Gold Standard Customer Service  
Trapeze Group - Mobility, Planning and Scheduling, Toronto, Ontario, Canada: Trapeze Mobility's Customer Service Department  
Xray, Lisbon, Portugal: Xray Customer Support Team

### **Customer Service Department of the Year - Consumer Products & Services**

Cymbiotika, San Diego, California, United States: Cymbiotika's Customer Service Department

### **Customer Service Department of the Year - Financial Services - 100 or More Employees**

Allianz Global Assistance, Richmond, Virginia, United States: Allianz Partners Customer Service Department of the Year  
Banco do Brasil S.A., São Paulo, Brazil: #Encantei – Striving to delight clients as part of SAC BB's DNA  
Cathay Life Insurance Company, Taipei City, Taiwan: Cathay Life Insurance's Customer Service Department  
Datasite, Minneapolis, Minnesota, United States: Datasite Assist  
EngageSmart, Boston, Massachusetts, United States: EngageSmart, Customer Service Department  
GTE Financial, Tampa, Florida, United States: GTE Financial Member Care Department  
Geidea, Riyadh, Saudi Arabia: Customer-Focused Transformation and Accomplishments of Geidea  
Optima Tax Relief, LLC, Santa Ana, California, United States: Optima Tax Relief  
PREMIER Bankcard, Sioux Falls, South Dakota, United States: PREMIER Bankcard Customer Service Department

### **Customer Service Department of the Year - Financial Services - Up to 100 Employees**

Squaremouth, St. Petersburg, Florida, United States: Squaremouth  
Toco Warranty, Los Angeles, California, United States: Toco Leads The Way!

### **Customer Service Department of the Year – Healthcare, Pharmaceuticals, and Related Industries**

Abbott Technical Organization, Yorkville, Illinois, United States: Putting Our Customers at the Center of Everything We Do  
Apexus, Irving, Texas, United States: Apexus Contact Center - Apexus Answers  
Capital Rx, New York, New York, United States: Capital Rx  
Clearwave Corporation, Atlanta, Georgia, United States: clearwaveCARE  
Community Health Choice, Houston, Texas, United States: Community Health Choice Outstanding Customer Service Team  
ContactPoint360, Toronto, Ontario, Canada: ContactPoint 360's Customer Service Department  
Health Advocate, Plymouth Meeting, Pennsylvania, United States: Health Advocate's Customer Service Department  
MAXPRO Fitness, rochester, Michigan, United States: MAXPRO's Service Excellence: Where Every Interaction Counts  
RxBenefits, Birmingham, Alabama, United States: RxBenefits' Client Services team  
SCAN Health Plan, Long Beach, California, United States: Member Services of SCAN Health Plan

### **Customer Service Department of the Year - Leisure & Tourism**

CruiseDirect, Morristown, New Jersey, United States: CruiseDirect's Customer Service Department  
Dr. Phillips Center, Orlando, Florida, United States: Dr. Phillips Center for the Performing Arts  
Loveholidays, London, United Kingdom: Loveholidays Customer Service Department

### **Customer Service Department of the Year - Public Services & Education**

Curriculum Associates, Billerica, Massachusetts, United States: Curriculum Associates Customer Service Department  
FEV Tutor, Woburn, Massachusetts, United States: FEV Tutor's Customer Service Department  
Home Development Mutual Fund (Pag-IBIG Fund), Makati City, Philippines: Elevating the Customer Service Experience of 16 million Filipino Workers: The Pag-IBIG Fund Member Relations Department  
Modern Campus, Camarillo, California, United States: Modern Campus: Customer Service Department of the Year - Public Services & Education?  
Simple Syllabus, Tampa, Florida, United States: Simple Syllabus Customer Service Department  
WebCE, Dallas, Texas, United States: WebCE Support Services Team

### **Customer Service Department of the Year - Retail**

Amazon Turkey Retail Services, Istanbul, Turkey: Amazon Türkiye  
CarrefourSA, Istanbul, Turkey: CarrefourSA  
Honeylove, Los Angeles, California, United States: Honeylove

### **Customer Service Department of the Year - Telecommunications**

AireSpring, Clearwater, Florida, United States: Elevating the Customer Experience  
Bandwidth Inc., Raleigh, North Carolina, United States: Unbeatable Support Powered by Real Humans  
Nitel, Chicago, Illinois, United States: Customer Success Expanded and Results Speak for Themselves  
Talkmobile, Newbury, Berkshire, United Kingdom: Talkmobile Best Customer Service Department



THE STEVIE® AWARDS FOR  
SALES & CUSTOMER SERVICE

**Customer Service & Contact Center Individual Categories**

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

DHL Express Indonesia, Jakarta, Selatan, Indonesia: Prytta Afifah Larashati

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

Optum, Eden Prairie, Minnesota, United States: Cathy Sandlian,  
Outreach Data Process Manager

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

IBM, Poughkeepsie, New York, United States: Dane Warren, Product Engineering Professional

**Contact Center Leader of the Year**

Availity, Jacksonville, Florida, United States: Lyle Lyons, Client Services Manager  
Blackhawk Network, Pleasanton, California, United States: Jose Estevez, Senior Manager Call Center  
Capital Rx, New York, New York, United States: Lisa Ellerhorst, Senior Director: Customer Care  
COPIA global, Ruiru, Kiambu, Kenya: Roselyne Nzilani, Director Contact Centre, Customer Care  
Support Services Group, Inc., Waco, Texas, United States: Juan Ortega, Country Manager - Mexico  
Support Services Group, Inc., Waco, Texas, United States: Justin Horn, Director of Americas  
UPMC Health Plan, Pittsburgh, Pennsylvania, United States: Rhonda Manski, AVP Member Services

**Contact Center Manager of the Year**

DHL Express UAE, Dubai, United Arab Emirates: Futoun Koudsi, Contact Center Senior Manager  
Support Services Group, Inc., Waco, Texas, United States: Juan Ortega, Country Manager - Mexico  
TELUS Smart Security & Automation, Vancouver, British Columbia, Canada: Erik Chalifour, Manager, Agency & Monitoring Support  
VIZIO Inc., Irvine, California, United States: Sarah Murdock, Customer Service Support Manager  
Voya Financial, Candler, Arizona, United States: Jessica Ramoz, Customer Contact Center Manager

**Contact Center Professional of the Year**

Blackhawk Network, Pleasanton, California, United States: Mely Sarmiento, Customer Experience Analyst  
BlueCat Networks Inc, Toronto, Ontario, Canada: Sheryar Malik, Enterprise Support Engineer  
eMoney Advisor, Radnor, Pennsylvania, United States: Eric Wozniak, Digital Support Supervisor  
Support Services Group, Inc., Waco, Texas, United States: Keila Tatis, Senior Program Manager  
Support Services Group, Inc., Waco, Texas, United States: Maria Vargas, Process Lead  
Support Services Group, Inc., Waco, Texas, United States: Shaun MacKinnon, Balsam Brands Program manager

**Customer Service Leader of the Year**

Agile Cloud Consulting, Philadelphia, Pennsylvania, United States: Wendy Danley Davis, Ph.D., Customer Experience Officer  
Avantive Solutions, Tulsa, Oklahoma, United States: Michael Ferrari, Chief Client Officer  
British Columbia Lottery Corporation, Kamloops, British Columbia, Canada: Martin Lampman, Director of Customer Support and Operations  
Contentful, Denver, Colorado, United States: John Harte, Senior Director of Technical Support  
eMoney Advisor, Radnor, Pennsylvania, United States: Jacob Carwile, Customer Service Representative  
Horatio, New York, New York, United States: Jose Herrera, CEO  
Inspiro, Makati City, Philippines: Rommel Regino, Chief Operations and Sales Officer  
Platinum Freight, Sydney, New South Wales, Australia: Peter McRae, CEO  
SAP, Lake Mary, Florida, United States: Mohammed Ajouz, Senior Vice President, Global Head of Product Support  
SIOS Technology, San Mateo, California, United States: Sandi Hamilton, Director of Support and Documentation  
Splunk Inc, San Francisco, California, United States: David Zimmerman, Group Vice President, Customer Success Management and Renewals, Public Sector  
Support Services Group, Inc., Waco, Texas, United States: Justin Horn, Director of Americas  
United Development Company, Doha, Qatar: Mr. Ala'aldeen Al Soukni  
Zywave, Milwaukee, Wisconsin, United States: Emre Tekoglu, Vice President Of Customer Support

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**Customer Service Manager of the Year**

Allstate Protection Plans, Brisbane, California, United States: John Whelan VP of Customer Experience  
Blackhawk Network, Pleasanton, California, United States: Alexander Dickman, Senior Manager, Call Center  
Netsertive, Morrisville, North Carolina, United States: Meaghan Nilsen, VP of Customer Experience  
VIZIO Inc., Irvine, California, United States: Shelby Davis-Sattizahn, Supervisor VIZIO Service

**Customer Service Training Professional of the Year**

Avantive Solutions, Tulsa, Oklahoma, United States: Bill Ferris, Training Director  
Capital Rx, New York, New York, United States: Gismell Abud, Senior Director: Customer Care Support & QA  
DHL Express Indonesia, Jakarta, Selatan, Indonesia: Budi Afrit Zulad, Customer Service Training Manager  
MetTel, New York, New York, United States: Mark Probert, Training & Development Specialist  
Support Services Group, Inc., Waco, Texas, United States: Fernando Kidd, Trainer  
Support Services Group, Inc., Waco, Texas, United States: Francisco Marin, Training Manger  
Support Services Group, Inc., Waco, Texas, United States: Justin Horn, Director of Americas  
TLCx, Cedar Rapids, Iowa, United States: Kit Mcmann, Corporate Training Manager  
Toco Warranty, Los Angeles, California, United States: Paul McGee, Executive Vice President  
VIZIO Inc., Irvine, California, United States: Cody Whitlock, Technical Support Trainer  
Western and Southern Financial Group, Cincinnati, Ohio, United States: Adam Brown, Assistant Manager, Training Consultant

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

Blackhawk Network, Pleasanton, California, United States: Javier Garcia Torres, Senior Business Process Analyst  
Blackhawk Network, Pleasanton, California, United States: Lisa- Donovan Matchett  
DHL Express Indonesia, Jakarta, Selatan, Indonesia: Reynaldi Azhari, Customer Service Advisor  
MetTel, New York, New York, United States: Michael Powell, Sr. Project Manager  
Platinum Freight, Sydney, New South Wales, Australia: Peter McRae, CEO  
Support Services Group, Inc., Waco, Texas, United States: Krisztina Varga, Communications Specialist  
VIZIO Inc., Irvine, California, United States: Linda Jones

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

Makers Nutrition, Hauppauge, New York, United States: Stephen Finnegan, Executive Vice President

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

Voya Financial, Chandler, Arizona, United States: Jaslyn Fitz, Senior CSA

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

BlueCat Networks Inc, Toronto, Ontario, Canada: Jeff Walker, Enterprise Support Engineer II  
BlueCat Networks Inc, Toronto, Ontario, Canada: Rick Beebe, Partner Engagement / Professional Services

**Woman of the Year in Customer Service**

Blackhawk Network, Pleasanton, California, United States: Lakshmi Pasupathy  
Datatype, Minneapolis, Minnesota, United States: Deven Lindemann, Chief Customer Success Officer  
IBM, Poughkeepsie, New York, United States: Laura Sperling, Senior Software Engineer - z/OS Defect Support  
Intelogix, Houston, Texas, United States: Ivonne Ortiz, Quality Assurance Manager  
Rimini Street, Las Vegas, Nevada, United States: Robin Weiss, VP of Oracle Application Support Services  
Support Services Group, Inc., Waco, Texas, United States: Sharity Medrano, Vice President Client Services  
Turo, Phoenix, Arizona, United States: Julie Weingardt, COO  
VIZIO Inc., Irvine, California, United States: Leah Anderson, Director of Service and Reverse Logistics  
Voya Financial, Chandler, Arizona, United States: Katie White, AVP Quality Service & Delivery

**Young Customer Service Professional of the Year - All Other Industries**

Blackhawk Network, Pleasanton, California, United States: Austin Botelho  
Support Services Group, Inc., Waco, Texas, United States: Traci Stiles, Team Lead  
VIZIO Inc., Irvine, California, United States: Savannah Ewing, Digital Care Representative

**Young Customer Service Professional of the Year - Business Services Industries**

Paradigm Marketing and Design, Pine Brook, New Jersey, United States: Alexa Spear, Account Manager  
Paradigm Marketing and Design, Pine Brook, New Jersey, United States: Madison Deckert, Senior Account Coordinator

**Young Customer Service Professional of the Year - Technology Industries**

Hotwire Communications, Fort Lauderdale, Florida, United States: Emmet Frank, Product Training Manager  
IBM, Poughkeepsie, New York, United States: Ryan Lo, Software Support Engineer



It is an honor to be named a Stevie Award finalist for Innovation in Customer Service and be among such a distinguished group of fellow finalists.

At Your Health Idaho, delivering a world-class customer experience is our true north. It is only with the dedication and tenacity of the entire Your Health Idaho team and our partners that we have been successful.

Congratulations to all Stevie Award finalists.

*Thank you!*





### Customer Service & Contact Center Team Categories

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

DHL Keells (Pvt) Ltd. Sri Lanka, Colombo, Sri Lanka: Customer care Department Of the Year

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

Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - GIO Allianz UK Engineering Construction & Power Team

Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India's GIO - Allianz Commercial Middle Market Policy Admin Team  
PREMIER Bankcard, Sioux Falls, South Dakota, United States: PREMIER Bankcard Collections Team

PREMIER Bankcard, Sioux Falls, South Dakota, United States: PREMIER Bankcard Credit Review Team

#### **Back-Office Customer Service Team of the Year - Other Service Industries**

Optum, Eden Prairie, Minnesota, United States: Omni Outreach Data Management and Administration Team (ODMA)

Southwest Airlines, Dallas, Texas, United States: Keeping Remote Employees Engaged and Informed

UPMC, Pittsburgh, Pennsylvania, United States: UPMC Scheduling Services Epic Cadence Team

UPMC Health Plan, Pittsburgh, Pennsylvania, United States: Driving Innovation while Caring for the Whole Person: Employee and Member

#### **Back-Office Customer Service Team of the Year - Technology Industries**

IBM, Armonk, New York, United States: AP Global Loaners and Trials Team

#### **Contact Center of the Year (Over 100 Seats) - All Other Industries**

Blackhawk Network, Pleasanton, California, United States: ELS Site

DHL Customs Costa Rica S.A, Heredia, Costa Rica: DHL Customs Costa Rica's Contact Center

Support Services Group, Inc., Waco, Texas, United States: Support Services Group

TELUS Smart Security & Automation, Vancouver, British Columbia, Canada: TELUS Central Alarm Monitoring

#### **Contact Center of the Year (Over 100 Seats) - Financial Services Industries**

Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - GIO Allianz Partners Australia Support Team

DBS Bank Ltd, Singapore, Singapore, Singapore: Making Customer Centre Great Again!

TEB, Istanbul, Turkey: TEB, Best Contact Center

Trupanion, Seattle, Washington, United States: Trupanion, A Remote-First and Pet Passionate Call Center

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

ADP, Alpharetta, Georgia, United States: Working "Heart-er" for our clients

Endurance Warranty Services, Chicago, Illinois, United States: Endurance Warranty's Customer Experience Team

Unitedhealthcare Provider Service Operations, Minnetonka, Minnesota, United States: UHC Provider Service Operations Contact Center

UPMC, Pittsburgh, Pennsylvania, United States: UPMC Scheduling Services

UPMC Health Plan, Pittsburgh, Pennsylvania, United States: UPMC Health Plan Contact Center

#### **Contact Center of the Year (Over 100 Seats) - Technology Industries**

Avetta, Lehi, Utah, United States: The Avetta Support Center

ezCater, Boston, Massachusetts, United States: ezCater's Contact Center

First Advantage, Atlanta, Georgia, United States: First Advantage Customer Service Transformation: Investing in People and Technology

Pushpay, Redmond, Washington, United States: Implementation - Speed to Value

#### **Contact Center of the Year (Up to 100 Seats) - All Other Industries**

DHL Express, Santiago, Chile: DHL Chile's Contact Center

DHL Express Ecuador, Quito, Ecuador: DHL Express Ecuador Contact Center Great Service Quality

DHL Express Vietnam, Ho Chi Minh City, Vietnam: Making A Great Call Center Better

DHL Express Worldwide (BD) Pvt. Ltd., Dhaka, Bangladesh: DHL BD Contact Center

DHL Keells (Pvt) Ltd. Sri Lanka, Colombo, Sri Lanka: Frontline Team of The Year

Element Electronics, Winnsboro, South Carolina, United States: Element Electronics, LLC - Contact Center

Law School Admission Council (LSAC), Newtown, Pennsylvania, United States: Law School Admission Council (LSAC)

Nova Healthcare Administrators, Inc., Buffalo, New York, United States: Nova Healthcare Administrators, Inc.'s Contact Center

Planet, San Jose, California, United States: Planet Labs PBC

Radio Flyer, Chicago, Illinois, United States: Radio Flyer's FUNatical Customer Service Team

SpotOn GPS Fence, Manchester, New Hampshire, United States:

SpotOn's A Customer-Centric Approach to Unprecedented Growth

VIZIO Inc., Irvine, California, United States: VIZIO Dakota Dunes Contact Center

#### **Contact Center of the Year (Up to 100 Seats) - Business Services Industries**

DHL Express UAE, Dubai, United Arab Emirates: DHL Express UAE - Contact Center Team Excellence

Flosum, San Ramon, California, United States: Flosum Customer Success: The Engine of Customer Success for Salesforce DevSecOps



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

EFG Companies, Irving, Texas, United States: Staying Nimble  
Toco Warranty, Los Angeles, California, United States: Train The Best To Be The Best

**Contact Center of the Year (Up to 100 Seats) - Other Service Industries**

Apexus, Irving, Texas, United States: Apexus Contact Center - Apexus Answers  
BeneCard PBF, Mechanicsburg, Pennsylvania, United States: BeneCard PBF Call Center - Our Members Are Our Purpose  
DHL Express, Guatemala, Guatemala, Guatemala: DHL Express Guatemala

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

AWeber - Email Marketing, Chalfont, Pennsylvania, United States: Forever Creating Remarkable Experiences  
Contentful, Denver, Colorado, United States: Contentful's Global Technical Support Center  
OneCause, Carmel, Indiana, United States: OneCause Contact Center  
OpenGov, San Francisco, California, United States: OpenGov Support Transitions to PODs  
PrimeRx, Uniondale, New York, United States: Customer Service & Contact Center Team at PrimeRx  
TransUnion, Chicago, Illinois, United States: IdentityForce Member Services Team

**Customer Service Complaints Team of the Year - All Other Industries**

DHL Express Ecuador, Quito, Ecuador: Elevating the Customer Experience - JOURNEY TO THE NEXT LEVEL  
DHL Express India Pvt. Ltd., Mumbai, Maharashtra, India: Contact Center of the Year (Over 100 Seats)  
DHL Express India Pvt. Ltd., Mumbai, Maharashtra, India: DHL Express India's Customer Service Complaints Team  
DHL Express Worldwide (BD) Pvt. Ltd., Dhaka, Bangladesh: DHL BD Customer Service Complaints Team  
VIZIO Inc., Irvine, California, United States: VIZIO's Executive Resolution Team - Complaints

**Customer Service Complaints Team of the Year - Financial Services Industries**

Future Generali India Insurance Company Ltd., Mumbai, India: Redefining Complaint Management: A Journey from Challenges to Triumphs  
Odeabank A.S., Istanbul, Turkey: Customer Complaints Management

**Customer Service Complaints Team of the Year - Technology Industries**

IBM, Los Gatos, California, United States: IBM Escalation Management Team leverages AI

**Customer Service Management Team of the Year**

Achievers, Toronto, Ontario, Canada: Achievers Customer Care Leadership 2023  
ADP, Alpharetta, Georgia, United States: Leading with ownership  
Avetta, Lehi, Utah, United States: Avetta's Customer Service Management Team  
Blackhawk Network, Pleasanton, California, United States: Disputes Team  
Honeylove, Los Angeles, California, United States: Honeylove  
Inspiro, Makati City, Philippines: Experience, First and Foremost  
PREMIER Bankcard, Sioux Falls, South Dakota, United States: PREMIER Bankcard Customer Service Leadership  
Southwest Airlines, Dallas, Texas, United States: One Team, All Heart  
Support Services Group, Inc., Waco, Texas, United States: SSG & Advance Local Reach New Heights  
Support Services Group, Inc., Waco, Texas, United States: SSG Elevates Crate & Barrel Customer Care  
Support Services Group, Inc., Waco, Texas, United States: The Altice Sales Team's Innovation in Action  
Support Services Group, Inc., Waco, Texas, United States: The Michael Kors & SSG Success Story  
UPMC Health Plan, Pittsburgh, Pennsylvania, United States: UPMC Health Plan Management Team of the Year  
Zywave, Milwaukee, Wisconsin, United States: Zywave's Customer Support Leadership created destination department

**Customer Service Team of the Year - Recovery Situation - All Other Industries**

DHL Express Chile, Santiago, Chile: In the Face of Fraud: DHL Chile's Journey to Enhanced Customer Service  
DHL Express Vietnam, Ho Chi Minh City, Vietnam: Working AS ONE to deliver Great Service Recovery  
Element Electronics, Winnsboro, South Carolina, United States: Element Electronics, LLC - Customer Service Team  
Product Madness, London, United Kingdom: The Product Madness Customer Support team

**Customer Service Team of the Year - Recovery Situation - Business Services Industries**

Stafford Communications Group, New Providence, New Jersey, United States: Stafford Communications Groups Customer Service Team

**Customer Service Team of the Year - Recovery Situation - Financial Services Industries**

Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - GIO Australia Credit Management

**Customer Service Team of the Year - Recovery Situation - Other Service Industries**

Loveholidays, London, United Kingdom: Loveholidays Customer Service Team  
Unitedhealthcare Provider Service Operations, Minnetonka, Minnesota, United States: UHC Provider Service Operations Resolution & Prevention Center  
WNS (Holdings) Limited, Mumbai, India: WNS



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**Customer Service Team of the Year - Recovery Situation - Technology Industries**

MediaRadar, Inc., New York, New York, United States: Churn Challenge

**Customer Service Training Team of the Year - External - Other Service Industries**

WNS (Holdings) Limited, Mumbai, India: WNS

**Customer Service Training Team of the Year - External - Technology Industries**

Automation Anywhere, San Jose, California, United States: Automation Anywhere: Training and Coaching a Support Team for the Future  
ClearGov, Maynard, Massachusetts, United States: ClearGov's Customer Service Training Team

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

Alight Solutions, Lincolnshire, Illinois, United States: Alight's Retiree Learning & Development Team  
Blackhawk Network, Pleasanton, California, United States: Blackhawk Network Customer Service Training Team  
DHL Express Worldwide (BD) Pvt. Ltd., Dhaka, Bangladesh: DHL BD Customer Service training team  
DHL Japan, Inc., Tokyo, Japan: Customer Service Reskilling ~Closer to the Customers~  
Support Services Group, Inc., Waco, Texas, United States: SSG Tailors Optimum Training  
Support Services Group, Inc., Waco, Texas, United States: SSG Training Champions Disney Streaming's Global Growth  
Support Services Group, Inc., Waco, Texas, United States: SSG Training Team Doubles Headcount, Triples Sites

**Customer Service Training Team of the Year - Internal - Financial Services Industries**

Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - GIO Australia Training Team  
Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - GIO Az Commercial Training Team  
Banco do Brasil S.A., São Paulo, Brazil: New Information Portal - Employee training as a powerful tool to reinforce a customer-centric culture

**Customer Service Training Team of the Year - Internal - Other Service Industries**

Sodexo, Gaithersburg, Maryland, United States: Sodexo's Experiences Matter Customer Service Training  
UPMC, Pittsburgh, Pennsylvania, United States: UPMC Scheduling Services Training Team of the Year  
UPMC Health Plan, Pittsburgh, Pennsylvania, United States: UPMC Health Plan Best Training Team of the year

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

Avetta, Lehi, Utah, United States: Avetta's Customer Service Training Team  
CivicPlus, Manhattan, Kansas, United States: CivicPlus: Customer Service Training Team  
IBM, Poughkeepsie, New York, United States: IBM's Industry Recognized z/OS Diagnostics Training Course, PK101

**Front-Line Customer Service Team of the Year - All Other Industries**  
DHL Express, Buenos Aires, Argentina: FL Customer Service Team of the year

DHL Express Worldwide (BD) Pvt. Ltd., Dhaka, Bangladesh: DHL BD Contact Center  
Element Electronics, Winnsboro, South Carolina, United States: Element Electronics, LLC - Front-Line Customer Service Team  
Planet, San Jose, California, United States: Planet Labs PBC  
PowerSchool, Folsom, California, United States: PowerSchool: Putting Customers in the Middle of the Room  
Support Services Group, Inc., Waco, Texas, United States: Support Services Group Redefines Frontline Excellence  
Support Services Group, Inc., Waco, Texas, United States: Transforming Luxury Customer Care in Record Time  
VIZIO Inc., Irvine, California, United States: VIZIO Support's Digital Care Team

**Front-Line Customer Service Team of the Year - Business Services Industries**

Convoso, Woodland Hills, California, United States: Front-Line Customer Service Team of the Year

**Front-Line Customer Service Team of the Year - Financial Services Industries**

Allianz Global Assistance, Richmond, Virginia, United States: Allianz Partners Front-Line Customer Service Team  
Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - GIO Australia Claims Contact Centre  
Allianz Services Pvt Ltd, Trivandrum, Kerala, India: Allianz Services India - GIO US Life  
Fortis, Novi, Michigan, United States: Customer Service Excellence: Fortis Optima Tax Relief, LLC, Santa Ana, California, United States: Optima Tax Relief-Front-Line Customer Service  
Toco Warranty, Los Angeles, California, United States: Toco Warranty: The Front Line  
Tremendous, New York, New York, United States: Tremendous Front-Line Customer Service Team  
Trupanion, Seattle, Washington, United States: A Customer Service Team That Truly Cares About Helping Pets  
Valley Bank, Morristown, New Jersey, United States: Valley Bank's Front-Line Customer Service Team  
Western and Southern Financial Group, Cincinnati, Ohio, United States: The Client Relationship Center (CRC) Service Team

**Front-Line Customer Service Team of the Year - Other Service Industries**

Apexus, Irving, Texas, United States: Apexus Contact Center - Apexus Answers  
Innovature BPO (Innovature Consulting Company Limited), Ho Chi Minh City, Vietnam: Innovature BPO's Front-Line Customer Service Team  
Loveholidays, London, United Kingdom: Loveholidays Front-Line Customer Service Team  
Quantum Health, Dublin, Ohio, United States: Quantum Health's Customer Service Team, Our Healthcare Warriors®  
RetireeFirst, Mount Laurel Township, New Jersey, United States: RetireeFirst's Advocates Support Over 275,000 Retirees Across All 50 States  
UPMC Health Plan Inc, Pittsburgh, Pennsylvania, United States: UPMC Health Plan Retail Innovation  
Voya Financial, Inc., New York, New York, United States: Benefitfocus Team



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**THE STEVIE® AWARDS FOR  
SALES & CUSTOMER SERVICE**

**Front-Line Customer Service Team of the Year - Technology Industries  
- Computer Software**

Achievers Solutions Inc., Toronto, Ontario, Canada: Achievers Customer Support Services CSS & Advanced Customer Services-ACS Team  
Autodesk Construction Support Team, San Francisco, California, United States: Our 4 Year+ Journey Combining Multiple Teams and Products  
Bright Market, LLC dba FastSpring, Santa Barbara, California, United States: FastSpring 2023 Customer Service & Call Center Awards Team  
Cargas Systems, Lancaster, Pennsylvania, United States: Cargas Energy Support  
Datacore Software, Fort Lauderdale, Florida, United States: DataCore Technical Support Team  
FEV Tutor, Woburn, Massachusetts, United States: FEV Tutor's Front-Line Customer Service Team  
Fivetran, Oakland, California, United States: Fivetran Achieves Cost and Time Savings While Maintaining 97% CSAT Score  
FloQast, Los Angeles, California, United States: FloQast  
FluentStream, Denver, Colorado, United States: FluentStream  
Heavy Construction Systems Specialists (HCSS), Sugar Land, Texas, United States: Heavy Construction Systems Specialists (HCSS)  
HireVue, South Jordan, Utah, United States: HireVue Customer Support does it again!  
Infrascale, Reston, Virginia, United States: Unmatched Customer Dedication by Infrascale Support  
Intuit, Toronto, Ontario, Canada: QuickBooks Small Business Migration Team  
Jenzabar, Boston, Massachusetts, United States: Jenzabar's Implementation Team  
Justworks, New York, New York, United States: Justworks Front-Line Customer Service Team  
NAVEX, Lake Oswego, Oregon, United States: Talking the Talk: Pairing Innovation and Expertise to Put the Customer First

Omnisend, Vilnius, Lithuania: Omnisend Support Team - Customer Centricity At It's Best  
OpenGov, San Francisco, California, United States: OpenGov Support Transitions to PODs  
Pushpay, Redmond, Washington, United States: Implementation - Speed to Value  
Rimini Street, Las Vegas, Nevada, United States: Rimini Street's Global Technology Service Delivery team  
smrtStudio Global, Inc., Middletown, Delaware, United States: smrtPhone Submission - Stevie Award  
SoftPro, Raleigh, North Carolina, United States: SoftPro's Front-Line Customer Service Team  
TradePending, Carrboro, North Carolina, United States: A Transformational Year for TradePending Support  
UserTesting, Mountain View, California, United States: Upholding Excellence: Navigating Success Through the Corporate Merger  
Xray, Lisbon, Portugal: Xray Customer Support Team  
ZenBusiness, Austin, Texas, United States: ZenBusiness' Front-Line Customer Service Team

**Presentation of the Grand Stevie Award Winners**

Scan the QR code to view the 2024 Stevie Award for Sales & Customer Service winner placements.

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## Judging Committees

Judging of the 2024 Stevie® Awards for Sales & Customer Service was performed by more than 200 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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**CHAIR:**

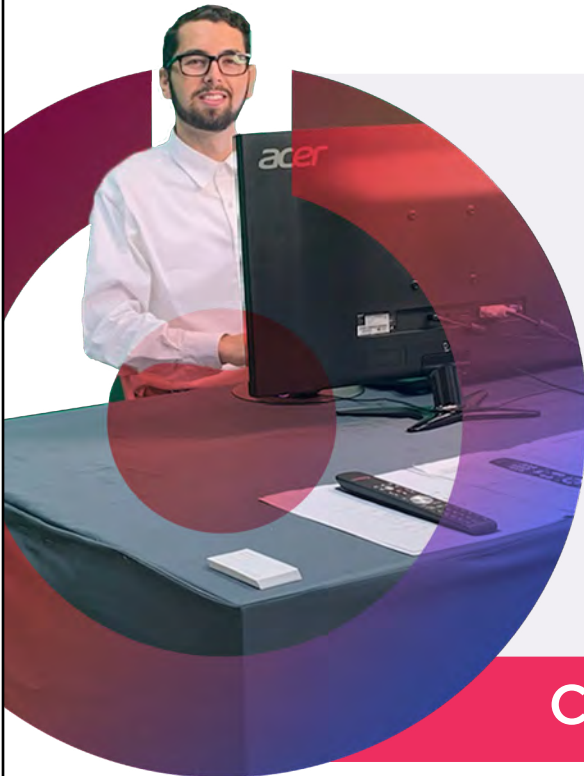
**Mario Martinez Jr.**  
*Founder & CEO*  
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Walnut Creek, California, United States

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# Congratulations to the 2024 Stevie® Awards Finalists!



Hotwire Communications is honored to celebrate Emmet Frank. His dedication to excellence in education and customer service has truly made a lasting impact. This achievement is so well-deserved.

**Emmet Frank – Product Training Manager**  
**STEVIE AWARD FINALIST**

**Congratulations, Emmet!**

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**THE STEVIE® AWARDS FOR  
SALES & CUSTOMER SERVICE**

Rajeev Natarajan, Senior Manager, Decision Analytics, The Home Depot, Atlanta, Georgia, United States  
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Kongkitti Pradit, Commercial Director, Oasiz, Seagroup, Bangkok, Thailand  
Manas Srivastava, Senior Customer Engineer, Google, Mill Creek, Washington, United States  
James J. Talerico, Jr CMC CBE, Founder & CEO, Greater Prairie Business Consulting, Irving, Texas, United States  
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Shellie Plymale, Co-Founder, Executive Consultant, OpTech Solutions, Phoenix, Arizona, United States  
Peda Venkateswarlu Pola, Co-founder, CTO & Head of Product, OneShot AI, San Francisco, California, United States  
Ed Porter, Owner & Fractional Chief Revenue Officer, Blue Chip CRO, Columbus, Ohio, United States  
Amit Rai, Senior AI/ML Customer Engineer, Google, Cambridge, Massachusetts, United States  
Krishna Chaitanya Raja Hajarath, Senior Supply Planner, Cepheid, Lodi, California, United States  
Siva Anand Rajavel, VP, Program Manager (Risk), Citibank, Irving, Texas, United States  
Ramanathan Ramasubbu, Chief Operating Officer, Robotic Parking Systems Inc., Hillsborough, Florida, United States  
Ketan Rathor, Senior Project Manager, GyanSys Inc., Carmel, Indiana, United States  
Greg Salvato, CEO, TouchPoint One, Indianapolis, Indiana, United States  
Jugendra Singh, Vice President /Lead Software Engineer, JP Morgan Chase, Jersey City, New Jersey, United States  
Aakash Sirohi, CEO, New Hope Health Co., Broadlands, Virginia, United States  
Dan Smitley, WFM Sage, Independent Consultant, Summerville, South Carolina, United States  
Khushpreet Sohi, Software Engineering Manager, Meta Platforms Inc., Menlo Park, California, United States  
Jeevan Sreerama, Director of Artificial Intelligence, Soothsayer Analytics, Livonia, Michigan, United States  
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Srilakshmi Tella, VP, Technical Product Management, Mckesson, Alpharetta, Georgia, United States  
Eliud Uwasenko, Human Resource Development Manager, Internal Revenue Commission, Port Moresby, Papua New Guinea  
Manjula Kumari V.V, CEO and Senior Physical Therapist, Varanaa's Health care Research and Training organization LLP, Guntur, Andhra Pradesh, India  
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Matt Woody, Senior Director, Contact Centers, First Financial Bank, Cincinnati, Ohio, United States

**Solution Provider, Business Development & Thought Leadership Awards**



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Nicole Nutile, Manager, Client Success & CX, Wiley, Hoboken, New Jersey, United States  
Kaushikkumar Patel, Director of Data Development, TransUnion LLC, White Plains, New York, United States

# UPCOMING STEVIE® AWARD DEADLINES



SCAN ME

## 2024 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.

**April 24 | Early-bird entry deadline**



THE STEVIE® AWARDS  
FOR GREAT EMPLOYERS

[stevieawards.com/hr](https://stevieawards.com/hr)

## 2024 STEVIE® AWARDS FOR TECHNOLOGY EXCELLENCE

The Stevie Awards for Technology Excellence celebrate the remarkable accomplishments of individuals, teams, and organizations shaping the future of technology across all industry sectors.

**May 2 | Early-bird entry deadline**



THE STEVIE® AWARDS FOR  
**TECHNOLOGY  
EXCELLENCE**

[stevieawards.com/tech](https://stevieawards.com/tech)

## THE 2024 INTERNATIONAL BUSINESS AWARDS®

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

**May 8 | Entry deadline**



THE INTERNATIONAL  
BUSINESS AWARDS®

[stevieawards.com/iba](https://stevieawards.com/iba)

## 2024 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 14 | Entries open**



THE STEVIE® AWARDS FOR  
WOMEN IN BUSINESS

[stevieawards.com/women](https://stevieawards.com/women)

# THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE 2025 SCHEDULE

July 17, 2024

Entries open for the 19th Stevie Awards  
Sales & Customer Service

October 11, 2024

First entry deadline

November 20, 2024

Entry deadline

December 3, 2024 -

February 26, 2025

Peer Judging of the 2025 Stevie Awards for  
Sales & Customer Service

January 22, 2025

Late entry deadline

March 5, 2025

Winners notified

March 7, 2025 -

March 31, 2025

Worldwide public vote for the People's Choice  
Stevie® Awards for Favorite Customer Service

April 11, 2025

Awards Banquet in Las Vegas - *date and setting  
to be confirmed*

**Get updates about entering the 2025  
Stevie Awards for Sales & Customer Service**

**Request an Entry Kit Today.**





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