



2017 MECCA Awards Gala (Manitoba Excellence in Customer Contact Achievement) was held on November 2, 2017 at Canad Inns Destination Centre Club Regent Casino Hotel with over 210 industry guests sharing in the excitement of this celebration. Jennifer Sookram, Chair of MCCA, opened the evening, congratulating organizations and their employees for their “Manitoba Excellence in Customer Contact Achievement(s)”. Guests enjoyed an evening of networking, dinner, prizes and awards presentations. The evening recognizes and instills pride in the customer contact industry. Awards were presented in two main categories: Organizations and People. **Congratulations to all the award winners!**

Organization Award Recipients

<u>Community Award</u> RBC – Winnipeg Advice Centre Manitoba Blue Cross	<u>Technology Award</u> Bell MTS
<u>Employee Satisfaction Award</u> RBC – Winnipeg Advice Centre Manitoba Blue Cross	<u>Training and Development</u> Bell MTS
<u>Performance Management</u> Skybridge Americas Inc. Canada Drugs	<u>Environment Award</u> Bell MTS Manitoba Blue Cross

Leader of the Year Award Recipients

Melvin De Paz, Bell MTS	Analyn Diosana, eCom Customer Care Inc.
Sean Dixon, Bell MTS	Laura Aldaba, Manitoba Blue Cross
Kathy Landygo, Bell MTS	Stephen Blain, Manitoba Public Insurance
Charlyn Mitchell, CAA Manitoba	Esther Kotulas, RBC – Winnipeg Advice Centre
Candace Sotiropoulos, Canada Drugs	Jaclynn Saunders, RBC – Winnipeg Advice Centre
Barb Joly, Celero	Trinh Thi, RBC – Winnipeg Advice Centre
Lynn Shim, City of Winnipeg – 311 Contact Centre	Sean Burton, Shaw Communications Inc.
Lina Yanno, City of Winnipeg – Handi Transit	Jenna Cecchini, Shaw Communications Inc.
Sarah Kaufmann, City of Winnipeg - Utility Billing Centre, Water and Waste Department	Tom Mueris, Shaw Communications Inc.
	Meagan Gillespie, Skybridge Americas Inc.

Representative of the Year Award Recipients

Tammy Kitson, AAA Security	Rodney Luterbach, Petline Insurance
Judy Kolisnyk, AAA Security	Sara Meyer, Petline Insurance
Allan Bright, Bell MTS	Estelle Cahill-Ward, RBC - Winnipeg Advice Centre
Travis Dusik, Bell MTS	Amanda Moore, RBC – Winnipeg Advice Centre
Stephen Funk-Mazurkewich, Bell MTS	Jared Nause, RBC – Winnipeg Advice Centre
Susan Phillips, Bell MTS	Sukdeep Pawan, RBC – Winnipeg Advice Centre
Mary-Grace Dator, CAA Manitoba	Dawn Sawers, RBC – Winnipeg Advice Centre
Tasha Bull, Canada Drugs	Cherryl Simbajon, RBC – Winnipeg Advice Centre
Thelma Perrin, Celero	Derek Stevens, Shaw Communications Inc.
Shawn Knox, City of Winnipeg - 311 Contact Centre	Sheldon Arjoon, Shaw Communications Inc.
Laurie Lesperance, City of Winnipeg - Handi Transit	Cody Grant, Shaw Communications Inc.
Marie Fey-Janzen, City of Winnipeg - Utility Billing Centre, Water and Waste Department	Scott Hall, Shaw Communications Inc.
Marilyn Benavides-Solano, eCom Customer Care Inc.	Mike McDonald, Shaw Communications Inc.
Hannah Gonzalez, Manitoba Blue Cross	Eric Singer, Shaw Communications Inc.
Quinn Johnson, Manitoba Hydro	Simon Jardine, Skybridge Americas Inc.
Michael Mallin, Manitoba Hydro	Myra Bestvater, Steinbach Credit Union
Renata Marczak, Manitoba Public Insurance	Bill Greenhill, Steinbach Credit Union
Karen Nicholls, Manitoba Public Insurance	Ralph Jean-Paul, Tribal Wi-Chi-Way-Win Capital Corporation
Cindy Kerbrat, Petline Insurance	Mark Preligera, Tribal Wi-Chi-Way-Win Capital Corporation

Partner of the Year Award Recipient

Mike Barker, Bell MTS

Volunteer Award Recipients

5 year – Dana Barker, Maria Kozak, Cheryl Lavallee, Susan Simcic
10 year – Kathryn O’Gorman, Brian Klos, Michael Embury van Wyk, Lisa Siragusa
15 year – Alan Sauve

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