

# MECCA Awards

Manitoba Excellence in Customer Contact Achievement Awards

Celebrating People, Process and Performance

## AWARD WINNERS - PEOPLE

February 24, 2022

Representative of the Year	Team Player	Paris	Duncan	Winnipeg Police Service, Communications Division
Representative of the Year	Team Player	Lucas	Black	Winnipeg Police Service, Communications Division
Representative of the Year	Mentorship	Natalie	Pescitelli	Winnipeg Police Service, Communications Division
Representative of the Year	Team Player	Semhar	Kifle	Tribal Wi-Chi-Way-Win Capital Corporation
Representative of the Year	Customer Experience	Gem	Tabelina	Tribal Wi-Chi-Way-Win Capital Corporation
Representative of the Year	Customer Experience	Natasha	Kolbuck	City of Winnipeg - Utility Billing Centre
Representative of the Year	Customer Experience	Jenifer	Lovell-Simons	Petline Insurance
Representative of the Year	Customer Experience	Nick	Mykietowich	Petline Insurance
Representative of the Year	Team Player	Rodney	Luterbach	Petline Insurance
Representative of the Year	Customer Experience	Keith	Morris	Manitoba Hydro
Representative of the Year	Customer Experience	Nicole	Milette	Manitoba Hydro
Representative of the Year	Team Player	Michelle	Cornborough	RBC Manitoba Advice Centre
Representative of the Year	Team Player	Jacqueline	Mulenga	RBC Manitoba Advice Centre
Representative of the Year	Team Player	Brenda	Lundrigan	RBC Manitoba Advice Centre
Representative of the Year	Giving Back	Sherri	Heinrichs	Winnipeg Transit Plus
Representative of the Year	Team Player	Colin	Butts	Shaw Communications
Representative of the Year	Team Player	Shemar	Barnes	Shaw Communications
Representative of the Year	Customer Experience	Michelle	Slusarenko	Manitoba Public Insurance
Representative of the Year	Team Player	Anuradha	Anuradha	eCom Customer Care
Representative of the Year	Customer Experience	Bonita	Cleave	Manitoba Blue Cross
Representative of the Year	Customer Experience	Flora	Vincent	City of Winnipeg - 311 Contact Centre

Representative of the Year	Team Player	Darren	Steffler	Skybridge Americas Inc.
Representative of the Year	Team Player	Cory	Playter	Skybridge Americas Inc.
Representative of the Year	Team Player	Michael	Brooks	Skybridge Americas Inc.
Representative of the Year	Team Player	Jasmine	Maglanque	Skybridge Americas Inc.
Representative of the Year	Team Player	June	Jones	Skybridge Americas Inc.
Representative of the Year	Team Player	Charlease	Ward	Skybridge Americas Inc.
Representative of the Year	Team Player	Brittany	Mason	BellMTS
Representative of the Year	Team Player	Ed	Kemash	BellMTS
Representative of the Year	Customer Experience	Desi	Corriette	BellMTS
Representative of the Year	Customer Experience	Leah	Salanguit	BellMTS
Leader of the Year	Innovation	Pascale	Pratte	Winnipeg Police Service, Communications Division
Leader of the Year	Mentorship	Mina	Snively	City of Winnipeg - Utility Billing Centre
Leader of the Year	Team Player	Chris	Fenske	RBC Manitoba Advice Centre
Leader of the Year	Mentorship	Jim	Brown	RBC Manitoba Advice Centre
Leader of the Year	Innovation	Nathan	Kramer	Winnipeg Transit Plus
Leader of the Year	Team Player	Bertrand	Nzosaba	Manitoba Public Insurance
Leader of the Year	Mentorship	Salina	Chheang	eCom Customer Care
Leader of the Year	Team Player	Diana	Young	Manitoba Blue Cross
Leader of the Year	Mentorship	David	Ross Mackay	City of Winnipeg - 311 Contact Centre
Leader of the Year	Team Player	Cam	Hang Vo	City of Winnipeg - 311 Contact Centre
Leader of the Year	Mentorship	Michelle	MacLanders	Skybridge Americas Inc.
Leader of the Year	Team Player	Sean	Rohne	Skybridge Americas Inc.
Leader of the Year	Mentorship	Steve	Loe	Skybridge Americas Inc.
Leader of the Year	Mentorship	Joe	Wagner	Skybridge Americas Inc.
Leader of the Year	Team Player	Ryan	Wagner	Skybridge Americas Inc.
Leader of the Year	Innovation	Kirstie	Crosby	Skybridge Americas Inc.
Leader of the Year	Mentorship	Alfred	Rey Cahigas	Skybridge Americas Inc.
Leader of the Year	Team Player	Scott	LeBlanc	Shaw Communications
Leader of the Year	Team Player	Tyler	Wolfe	Shaw Communications
Leader of the Year	Innovation	Sabrina	Fisette	BellMTS

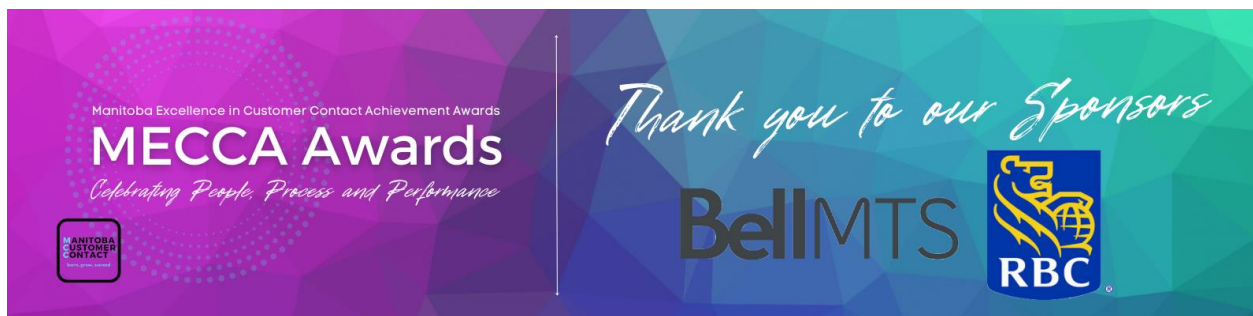
Support Award	Workforce Management	Terri Roche Barre	Petline Insurance
Support Award	Workforce Management	Chanelle Nolin	Manitoba Public Insurance

Support Award	Workforce Management	Cody Dzik	Winnipeg Transit Plus
Support Award	Workforce Management	Princess Ibe	Shaw Communications
Support Award	Innovation	Airton Nakamura	City of Winnipeg - 311 Contact Centre
Support Award	Workforce Management	Scott Davis	Skybridge America Inc.

Team Award	Customer Experience	MGEU Resource Centre	MGEU Resource Centre
Team Award	Innovation	Windows Apps Remediation - BPI Apps	BellMTS

Alan Sauve Award	Keith Morris	Manitoba Hydro
Alan Sauve Award	Jaclynn Saunders	RBC Manitoba Advice Centre
Alan Sauve Award	Jeramie Andrade	Manitoba Blue Cross
Alan Sauve Award	Nikki Chapen	Manitoba Public Insurance
Alan Sauve Award	Meagan Gillespie	Skybridge Americas Inc

10 Year Volunteer Award	Jennifer Sookram	Manitoba Customer Contact
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# AWARD WINNERS - ORGANIZATIONS

February 24, 2022

Innovation Large Centre	Shaw Communications
Training & Performance Large Centre	Bell MTS
Health & Wellness Large Centre	Shaw Communications
Employee Engagement Large Centre	RBC Manitoba Advice Centre
Employee Engagement Small Centre	Manitoba Blue Cross
People's Choice	Manitoba Blue Cross

## CELEBRATING 20+ YEARS OF CUSTOMER CONTACT ACHIEVEMENT

Since 1999, Manitoba Customer Contact Association (MCCA) has celebrated the Manitoba Excellence in Customer Contact Achievement (MECCA) Awards. The purpose of the awards program is to recognize excellence and evoke pride in the Customer Contact Centre Industry.

Each year, we celebrate organizations and their staff who exemplify the **BEST** that our industry has to offer.

