



Welcome to the  
Irish Customer Contact  
& Shared Services  
Awards

CCMA  
2020

IRISH CUSTOMER CONTACT  
AND SHARED SERVICES AWARDS

# Muireann O'Connell

## *Master of Ceremonies*



# Announcement of Shortlist

- Teams
- Individual Categories
- Contact Centre
- Best Response to Covid 19



# *Format for this evening*

*Slide/picture showing some of the nominees from home*

*17 categories – of which 5 we will have nominees join us  
#ccmalive – wish people good luck, share your celebration photos  
competition – best dressed, best family photo, best cocktail*



# Team of the Year



# Team of the Year 2020

- Allianz Medical Services Team
- Arema Connect – eShopWorld Team
- Dell EMC – Optimise for Storage Team
- FMI – Mymilkman.ie Team
- Indeed – Benelux Shared Support Team
- Merlyn – Customer Support Team



# Allianz Medical Services Team



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# Dell Technologies Optimise for Storage Team



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# FMI

## MyMilkMan.ie



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# Team of the Year 2020

- **New Ireland Assurance – Pensions Team**
- **NSSO – Customer Relations & Support Services Team**
- **PayPal – Merchant Identity Consultants Team**
- **Vhi – Webchat Team**



# New Ireland Pensions Team



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# PayPal Merchant Identity Team

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*Merchant Identity Consultant Team*  
Team of the Year



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# Vhi Webchat Team



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# Support Team of the Year





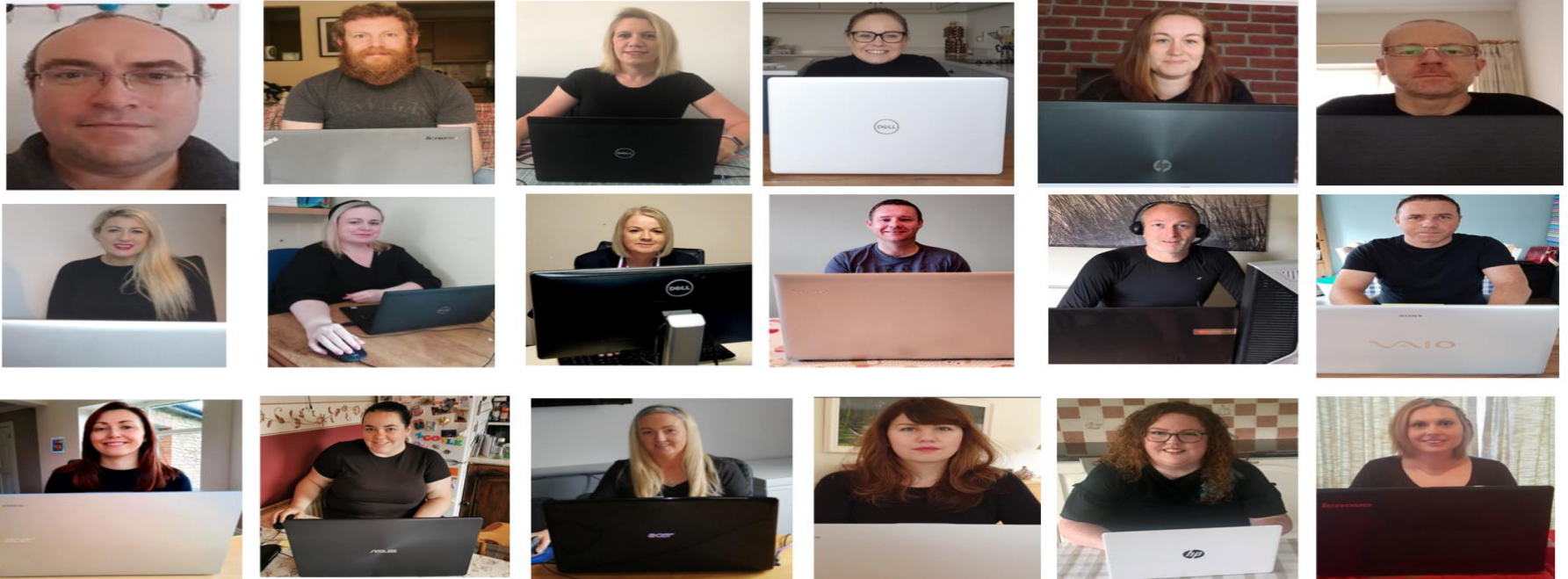
# Support Team of the Year 2020

- AIB – Business Performance Team
- New Ireland – People & Technical Capability Team
- PayPal – EMEA Site Coach Team
- Sun Life International – US Quality Control Team



# AIB Business Performance Team

## Business Performance



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# New Ireland People & Technical Capability Team



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# Individual Categories

- **Advisor**
- **Team Leader**
- **Support Professional**
- **Manager**



# Advisor of the Year



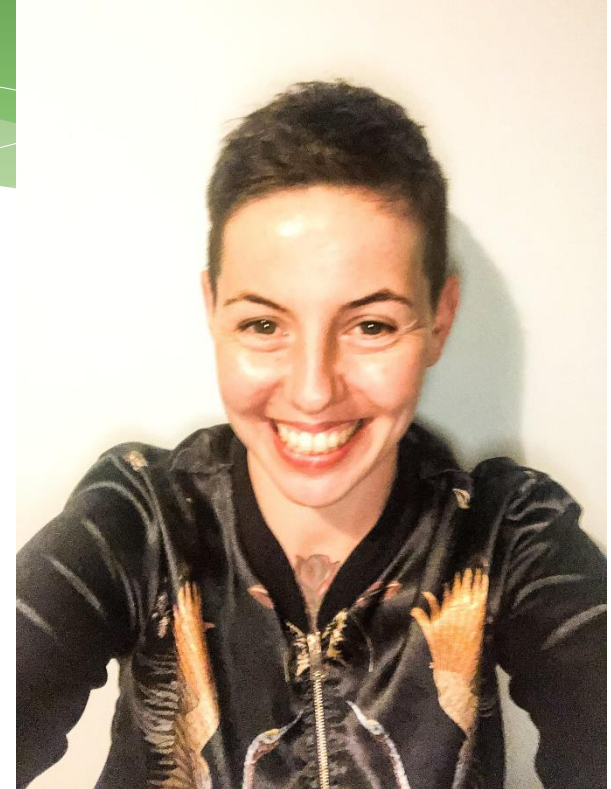
# Advisor of the Year 2020

- Ignacio Bellmont – PayPal
- Arlene Byrne - AIB
- Joanne Carrig - New Ireland





# Ignacio, Arlene & Joanne



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# Advisor of the Year 2020

- **Pauline Clancy – Avantcard**
- **Niamh Fitzgerald – Sun Life International**
- **Willie Furey – Vhi Healthcare**



# Pauline, Niamh & William



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# Advisor of the Year 2020

- **Brian Marshall - Indeed**
- **Ciara O'Neill – PayPal**
- **Stephen Orminston – PayPal**





# Brian, Ciara & Stephen



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# Advisor of the Year 2020

- Laura Ott – Indeed
- Dan White – Sun Life





# Laura & Dan



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# Advisor of the Year 2020 Nominees

- Ignacio Bellmont – PayPal
- Arlene Byrne - AIB
- Joanne Carrig - New Ireland
- Pauline Clancy – Avantcard
- Niamh Fitzgerald – Sun Life International
- Willie Furey – Vhi Healthcare
- Brian Marshall - Indeed
- Ciara O'Neill – PayPal
- Stephen Orminston – PayPal
- Laura Ott – Indeed
- Dan White – Sun Life



# Team Leader of the Year



# Team Leader of the Year 2020

- **Mark Cameron – AIB**
- **Emma Cooke – Indeed**
- **Seamus Doyle – Merlyn**



# Mark, Emma & Seamus



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# Team Leader of the Year 2020

- Aidan Flannery – TELUS International
- Carolyn Forde – SSE Airtricity
- Tina Larkin – AIB





# Aidan, Carolyn & Tina

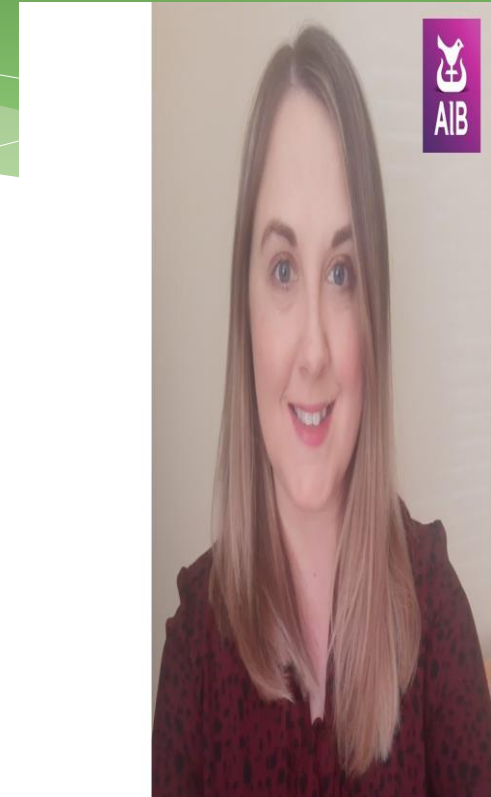


Aidan Flannery

 **TELUS** International



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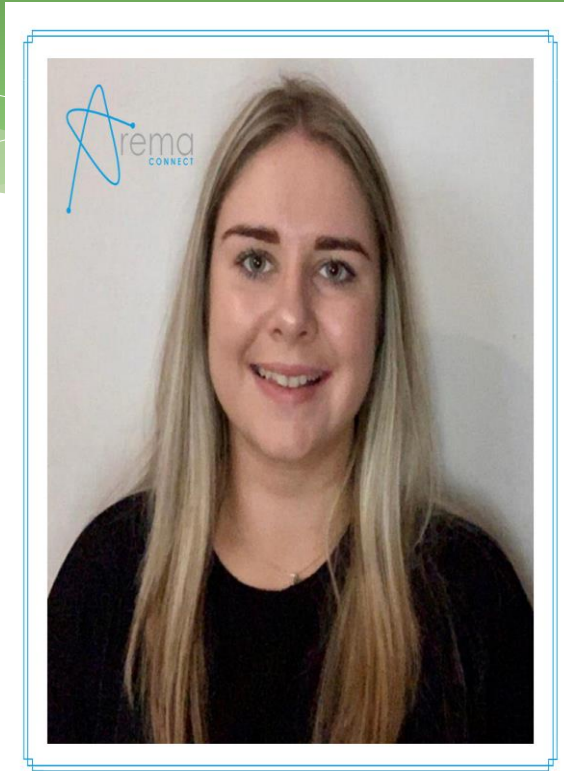


# Team Leader of the Year 2020

- Elena Mastovich – PayPal
- Ronan O'Brien – Avantcard
- Aoife O'Mahony - Arema Connect



# Elena, Ronan & Aoife



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# Team Leader of the Year 2020

- Grainne Reilly – AIB
- Ana Viar – PayPal



# Grainne and Ana



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# Team Leader of the Year 2020 Nominees

- Mark Cameron – AIB
- Emma Cooke – Indeed
- Seamus Doyle – Merlyn
- Aidan Flannery – TELUS International
- Carolyn Forde – SSE Airtricity
- Tina Larkin – AIB
- Elena Mastovich – PayPal
- Ronan O’Brien - Avantcard
- Aoife O’Mahony – Arema Connect
- Grainne Reilly – AIB
- Ana Viar – PayPal



# Support Professional of the Year



# Support Professional of the Year 2020

- **Teresa Bennett – AIB**
- **Gary Camon – Sun Life Service Desk**
- **Ann Marie Halligan – AIB**



# Teresa, Gary & Ann Marie



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# Support Professional of the Year 2020

- Michael McTague – Avantcard
- Jane Signorelli – Sun Life International





# Michael & Jane



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# Support Professional of the Year 2020 Nominees

- Teresa Bennett – AIB
- Gary Camon – Sun Life Service Desk
- Ann Marie Halligan – AIB
- Michael McTague – Avantcard
- Jane Signorelli – Sun Life International



# Manager of the Year

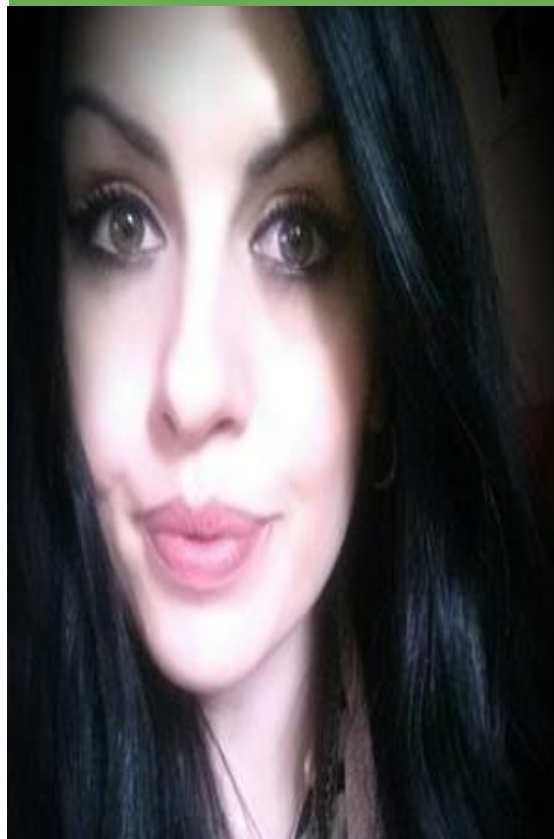


# Manager of the Year 2020

- Aisling Durkin – Indeed
- Damien Hutchinson – Permanent TSB
- John Weldon – Sun Life

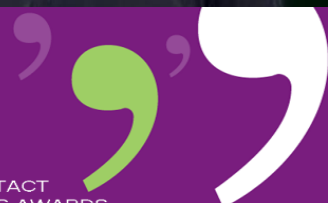


# Aisling, Damien & John



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# Contact Centre of the Year

- Avantcard
- Cartrawler
- Dell Technologies
- FMI
- New Ireland Assurance
- Permanent TSB
- Sun Life



# Best Response to Covid 19

- AIB
- Arema Connect
- Avantcard
- Cartrawler
- Cook Medical
- Dell Technologies
- DPD Ireland
- Dublin City Council
- Emovis
- Fidelity
- Indeed
- NSSO
- PayPal
- Permanent TSB
- SSE Airtricity
- Sun Life
- Virgin Media



## Awards Ceremony

7 p.m. Friday 20th  
November  
Virgin Media Studios Dublin

MC Muireann O'Connell

#ccmalive

