Welcome to the Announcement of the Nominees for the CCMA Irish Customer Contact & Shared Services Awards 2021





Awards Ceremony 7.30 p.m. Thursday 25th November Aviva Stadium Dublin

#ccmalive Streamed from CCMA website



Announcement of Shortlist

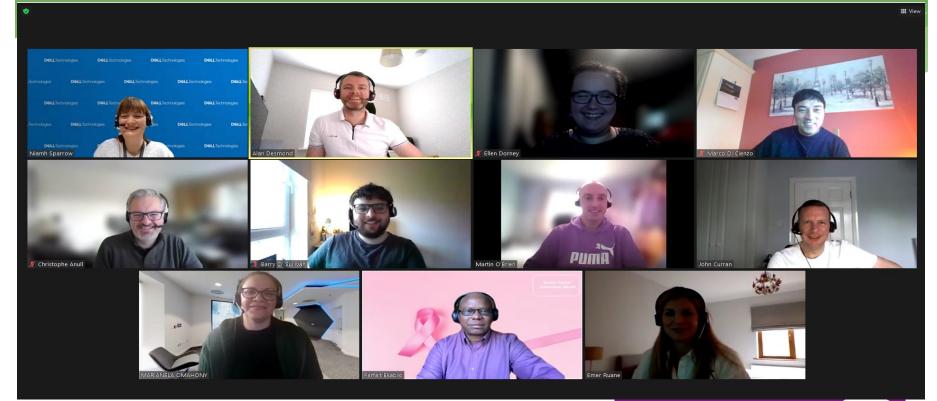
- Teams
- Individual Categories
- Contact Centre
- Best Employee Engagement





Team of the Year 2021 10 Nominees

Dell Technologies – Networker Technical Support Team







eir Complaints Team







Indeed ROW Team



Irish Life Health Customer Relations Team







PayPal UK Agent Senior Credit Team







Sky Ireland Activations Team



CCMA 2021 IRISH CUSTOMER CONTACT & SHARED SERVICES AWARDS

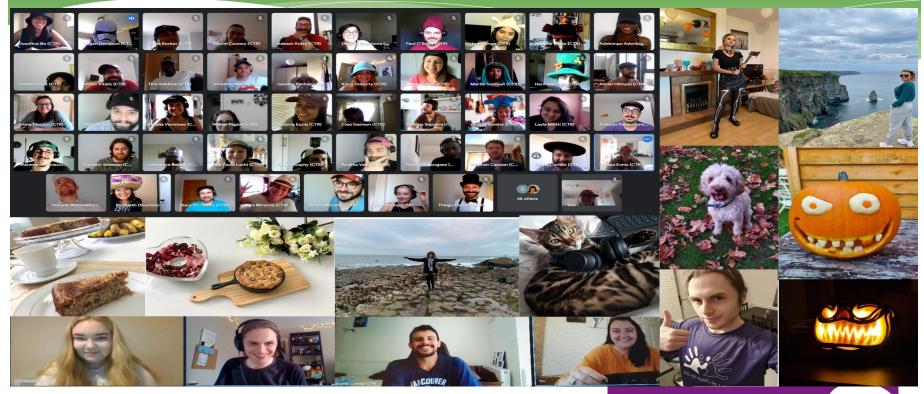
Sun Life Service Desk Employee Expenses & Treasury Services Team







TELUS International Fintech Team







Three Ireland Social Media Team







Vhi Healthcare Case Management Team







Support Team of the Year 2021 12 nominees

Abtran Workforce Management Team







AIB Direct Risk & Control Team

AIB - Support Team of the Year







Cognizant Quality Team

Cognizant's Quality team for Ads Optimization



Cognizant





eir Back Office Support Team







New Ireland Assurance Contact Centre Capability Team









Northern Trust Investor Fund Service Centre Quality Team







PayPal Merchant Technical Services Team







eir Back Office Support Team







SalesSense Recruitment Team







Squarespace Product Specialists Team







Squarespace Workforce Solutions Team



Workforce Solutions







TELUS International HR Team

Three Ireland Experience Performance Team





Individual Categories

- Advisor
- Team Leader
- Support Professional
- Manager





Advisor of the Year 2021 20 nominees

Advisor of the Year 2021

- Sharon Beatty AIB
- Grace Beggy Pitney Bowes
- Finbarr Bruen Abtran
- Sarah Buckley Sky Ireland
- Lauren Carey FREENOW





Sharon, Grace, Finbarr, Sarah & Lauren







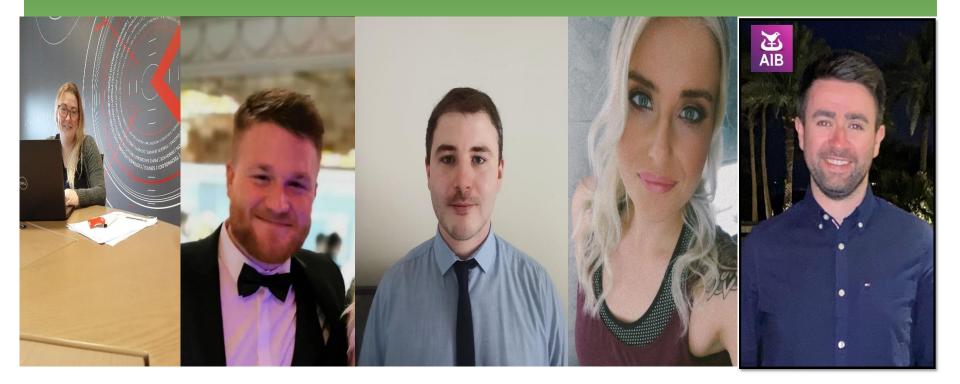
Advisor of the Year 2021

- Aislinn Connolly Pinergy & SalesSense
- Colin Dolan Northern Trust
- Gary Doyle Sun Life
- Annmarie Edwards SSE Airtricity
- Stephen Hoey AIB





Aislinn, Colin, Gary, Annmarie & Stephen







Advisor of the Year 2021

- Terrie Keane Capita Customer Solutions
- Philip Madden Charles River Microbial Solutions
- Brenda McAuley Reau Allianz Care
- Rhona McKeigue Northern Trust
- Dolores Mulcaire Three Ireland





Terrie, Philip, Brenda, Rhona & Dolores







Advisor of the Year 2021

- Declan Murphy PayPal
- Eoin Ryan Indeed
- Gabrielle Sparano PayPal
- Keira Suleiman Squarespace
- James Tracy Pitney Bowes





Declan, Eoin, Gabrielle, Keira & James







Team Leader of the Year 2021 15 Nominees

Team Leader of the Year 2021

- Natasha Burtenshaw Abtran
- Lorraine Byrne AIB
- Marta Carboni TELUS International
- Theresa Fallon Avant Money
- Orla Keenan Pitney Bowes





Natasha, Lorraine, Marta, Theresa & Orla







Team Leader of the Year 2021

- Karina Linehan AIB
- Padraig Lowe Laya Healthcare
- James Molloy Sky Ireland
- Isabela Montenegro Squarespace
- Sandra Nolan PayPal





Karina, Padraig, James, Isabela & Sandra







Team Leader of the Year 2021

- Gillian O'Donohoe PayPal
- Amy O'Neill Three Ireland
- Ciara Reel Iberdrola & SalesSense
- Kay Sheahan Arema Connect
- Fiona Wixted Northern Trust





Gillian, Amy, Ciara, Kay & Fiona







Support Professional of the Year 2021 10 Nominees

Support Professional of the Year 2021

- Rick Costa Squarespace
- Ciara Dixon SSE Airtricity
- Hazel Geraghty Northern Trust
- Elaine Haslam AIB
- Dylan Ingarfield SSE Airtricity





Rick, Ciara, Hazel, Elaine & Dylan







Support Professional of the Year 2021

- Anthony McEvoy Pitney Bowes
- Emer Neilan Dell Technologies
- Anne Marie Phelan Vhi Healthcare
- Siddharth Sharma SalesSense
- Nora Tiernan AIB





Anthony, Emer, Anne Marie, Siddharth & Nora







Manager of the Year 2021 5 nominees

Manager of the Year 2021

- Tara Carmody CarTrawler
- Audrey Cowan Charles River Microbial Solutions
- Jorge Hoppe Squarespace
- Roisin Langrell Dell Technologies
- Lisa Plunkett New Ireland Assurance





Tara, Audrey, Jorge, Roisin & Lisa







Contact Centre of the Year 2021 Small, Medium & Large

Contact Centre of the Year Nominees

- Avant Money
- CarTrawler
- Charles River Microbial Solutions
- Dublin City Council
- eir GoMo



- FMI
- New Ireland Assurance
- Northern Trust
- Sun Life Service Desk
- Three Ireland



Best Employee Engagement

Best Employee Engagement

- Capita Customer
 Solutions
- CarTrawler
- Covalen
- Dell Technologies
- eir
- Lilly Global Business
 Solutions



utions welltel

- National Pen
- PayPal
- Sky Ireland
- Three Ireland
- Vhi Healthcare



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#ccmalive

Prizes for Best Dressed!



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