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Seven Call Center Agents Achieve Performance Awards



CEO Roger Snoble, here with Communications Chief Matt Raymond, Communications Manager Alonzo Williams, and Director of Customer Relations, Gail Harvey, honors seven Customer Service Agents: Maria Alamilla, Kong-Song Liao (Abby), Meryiel Massey, Yecenia Serrano, Jesse De La Torre, Narcisco Alonzo and Michael Yanuaria – who distinguished themselves in the performance of their job.



< Customer Information Agent Vickie Brown was ready when CEO Snoble came by with the cookie tray: She gave him a present of holiday goodies first, then helped herself to the festive array of cookies offered by Matt Raymond.

In the midst of the annual Matt Raymond Holiday Cookie Run to Metro Information Call Center on Tuesday, CEO Roger Snoble and Communications Chief Raymond paused for a seemingly impromptu meeting in the center of the second floor room to issue performance awards to seven outstanding Customer Information agents who distinguished themselves in the performance of their jobs, reports Gail Harvey, Director, Customer Relations.

CEO Snoble thanked all the agents for the great job they had done in reducing the wait time, increasing the number of calls taken and reducing absenteeism. "I know you're doing a good job because I haven't gotten any complaints," he said, "and I appreciate the service you are providing our customers."