

October 2016 Golden Nugget Winners



Area 4

Jeff Wetherbee

"Jeff provided excellent support and service to Financial Services during its recent implementation of the University's Duo two-factor authentication system for approximately 100 employees. Jeff assisted with in-person training sessions, provided on-site assistance during the dates of implementation, and also addressed questions and issues as they arose, making our department's implementation of this system a very smooth experience. Thank you, Jeff!" – Greg Verret

William Stephens

"Bill has always come through with resolutions to any issues that may be presented to him, always with a smile on his face!" – Anonymous

Area 6

Jacki-Lynn Baynks

"In just over a year since Jacki-Lynn has joined our program, she has streamlined everything from files, to procedures and processes, saving a lot of time for faculty and staff who were doing work they shouldn't be doing and work for which they weren't trained.. She brought to us her expertise in another state's institution, met the high learning curve here and has been able to see places we needed to improve and ways of getting work done that were sorely needed.

Perhaps most valuable is how she immediately began networking across the

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university to straighten out our budget mysteries; she is a can-do person, knowing that there is always someone one somewhere who can answer a question and is happy to perform a task. She has made our lives easier, helped us all meet deadlines and contributes positively to our community with her smile and sense of humor.” – Joan Mullin

Area 9

Michelle Hypki

“Michelle did an outstanding job presenting at our new student orientations this year. On several occasions co-works and parents have complemented Michelle on her ability to maintain audience attention with her enthusiastic personality and by providing important and useful information. Michelle is committed to ensuring students/parents are provided with the necessary information they need to be financially successful. She is always willing to help even if it’s outside her job responsibilities. She is helpful, energetic, and a joy to work with. Michelle definitely deserves to be honored with the Golden Nugget award.” – Anonymous

Lauren Pickard

“Lauren did an outstanding job responding to the unusually high number of phone calls and emails received this start of term. She adjusted her hours when needed to help with the extra work load to benefit the office. She remained calm, professional and worked extremely hard every day to ensure all phone calls and emails were answered in a timely manner without hesitation. We couldn’t have made it through this hectic period without Lauren’s assistance and I definitely feel she deserves to be honored with the Golden Nugget award.” – Angela Allen

Tina Lor

“For the last several months, our office has been short staffed due to illness. Tina has been more than willing to pitch in to help with the extra work load and adjusting her hours when needed to benefit the office. She crossed trained with the Cashier’s Office so she would be able to process student payments and departmental deposits at the cashier’s window when needed. Tina always has a positive attitude and is willing to offer a helping hand whenever needed. She consistently provides excellent customer service for the Student Accounts and Cashiers Office. We couldn’t have made it through the busy period without her assistance and I definitely feel that she deserves to be honored with the Golden Nugget award.” – Angela Allen

Brittany Roland

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"Brittany did an exceptional job responding to the unusually high number of phone calls and emails received this start of term. Brittany maintained a quick turn-around time for email responses and continued to provide complete information throughout this hectic period. She adjusted her hours when needed to help with the extra work load to benefit the office. Her dedication to servicing our customers deserves to be honored with the Golden Nugget award." – Angela Allen

Heather Banes

"Over the past year she has helped tremendously with job duties in another department that has been short staffed. She has helped train the new staff and gone above and beyond to be a team player." - Amber Roberts

Alice LaRocca

"Alice is always ready to help me when I need help with our Drupal Website. She never says she is too busy to help me when I am in a jam or in a panic. I have learned so much from her expertise." - Kathleen Schumacher

Area 10

Harold (Hal) Merriott

"Hal and I have only exchanged hello's and waves, but he has a positive impact of my days thanks to his cheerful demeanor. Today I got a little more insight into this kind soul. A student was handing out Think Pink ribbons for her sorority when Hal walked up and gave her a sweet tea he had just purchased. They exchanged pleasantries and he left. I can assume he was on his way to assist someone else in some manner. As I walked past the student, I asked if she knew he that was going to get her a drink and she smiled and told me that it was a complete surprised. She let me know how happy it made her. It was an honor to witness this random act of kindness." - Anonymous

Area 12

Jean Pierre Nzau Mvumbi

"I received several emails reference Jean Pierre Nzau accomplishments in the Fretwell building. The Fretwell staff members recommend Jean Pierre on his job performance, customer service, and going above and beyond the call of duty to help assist and clean the areas on the fourth level. Jean Pierre

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deserves a Golden Nugget Award for Excellence Service." – Katherrine Humphries

Pershell Leak

"I would like to nominate Pershell Leak for a Golden Nugget award. I am the building liaison in Reese and Pershell is always ready to help. It does not matter what I need done, she is always ready to help get the job done. If I need a roll of paper towels for one of the departments or something cleaned up, she is always glad to help. Everything is always done with a smile." - Katherrine Humphries

Area 13

Michelle Reinken

"Over the past few weeks, Michelle has stepped up tremendously to manage the Office of Student Conduct while I, as the Director, have been pulled in unexpected directions. During that time, she has gone above and beyond managing the day-to-day operations of the office, coordinated staff efforts on several outreach projects, and planned multiple University-wide tailgates, each well attended. Michelle has done this with a forward-thinking approach and has never complained about going above and beyond the normal call of duty." – Jonathan Adams

Area 17

Lyndsay Richter

"Lyndsay did her usual excellent job of marketing for the Chancellor's Fishing Derby. However she really went above and beyond in other ways. When myself and others were faced with the tough decision of postponing the event due to expected high winds and rain due to Hurricane Matthew, she provided her input into making the recommendation. She also offered to call all of the participants personally to inform them that the event was postponed while I contacted the constituents involved with event set up and execution. Not only did her offer to help get the information out in a timely manner on the eve of the event, it gave some additional customer service to the participants of the event. Thank you Lyndsay!" - Kemet Gatchell

Area 18

Sarah Caron

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"Sarah Caron often goes above and beyond her duties, not only in offering her skills to ensure all of the Belk College's endeavors are successful - from late addition social media contests to live tweeting and organizing the CEO Speaker Series on top of her already full plate - but also in taking extra time to make her team feel supported and appreciated. Sarah Caron is an exceptional team member, manager and mentor." - Anonymous

Area 15B

Glenda Locklear

"I am the building liaison and any time I need help she is there to tell me who I need to call or she does the contacting for me. She never tells me that she can't help me, she just takes the information and passes it on to whoever needs to help." - Kathleen Schumacher