

# February 2017 Golden Nugget Winners

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## **Area 1**

### **Madonna Winslow**

I don't know how I missed this opportunity in January, but I don't know of anyone who worked harder than Madonna to ensure that the donations over the holiday break along with the pressing end of year tax deadline did more in less time (to beat the clock) than she did as our Gift Analyst. She entered more than \$700,000 in end of year donations. She works hard all the time, but what she managed in that time frame on top of her regular work had us all giving a her a "Standing O".

-Mark Colone

## **Area 4**

### **Client Engagement Department**

The Client Engagement Department just finished migrating 3,500 desktops and laptops from Windows 7 to Windows 10. This was a team effort that involved many different members in order to be successful. This project impacted all departments and colleges on campus and the hard work and dedication this team put in is truly noteworthy.

We are having a pizza party on Wednesday, February 22 at 12:00 in Kennedy 115. If the timing works out it would be great to recognize them at that time.

-Anonymous

### **Tom Deyo**

Tom Deyo is never too busy to help me when he is in our building. He always speaks and is always smiling. He always takes time to answer our questions.

-Kathleen Schumacher

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## Area 7

### **Florence Parkhill**

Florence (Flo) has been trying to get these 2 employees paid correctly since they were hired. She was very instrumental in getting the supersedes done to get the employees paid. However, the paperwork got held up in another department which delayed the additional pay the employees were to receive. Flo was able to get it taken care of in order for the employees to receive their additional pay on the adjustment payroll. Thanks Flo for being you, I really appreciate you and the effort you put forth to make this happen.

-Renetta Darity

## Jessica Ward

Jessica has taken the leadership role as a new representative doing a great job. She is always willing to help address issues for staff members at UNC Charlotte. Great job!

-Penny Stevens

## Area 9

### **Lloyd Tiamfook**

Lloyd is always available to help out, even when he is working from home. I just want to thank him for being at Payrolls beck and call. We really appreciate your hard work and dedication. You are truly an asset to Financial Systems Support and Payroll. Thanks Lloyd for all that you do and for being there when Payroll needs you!!!

-Renetta Darity

## Renetta Darity

Renetta is always so helpful whenever you need her. She stays on top of her assignments and does wonderful follow-up. Great customer service and really cares about her clients. Whenever I have worked with her, she goes above and beyond in making sure that everything is completed and processed in a timely manner and correctly to make sure that the client is take care of in the best way!

-Flo Parkhill

## Area 10

### **Sarah Ekis**

We recently had a situation with out grant personnel that unfortunately went on for two pay periods - delayed approvals, incorrect information, etc. which led to 2 of our employees with their payroll amounts less than what they should have been. I am nominating Sarah because she really went above and beyond her HR duties in making sure all of the paperwork was routed correctly this last time and she even followed-up all the way through to the

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last place of processing - about 3 steps past HR's approval. This was way out of her jurisdiction as the HR rep and we so appreciate her doing this to guarantee that the information was processed correctly, accurately, and sent to the correct approvers and processors. Thank you Sarah!

-Flo Parkhill

### **Jerrica Graves**

I've asked Jerrica for help on some benefit issues, and she has always been a great help. She is a great addition to the university with a very helpful and positive attitude. Thanks Dennis!

-Dennis Kowalski

### **Eric Bowers**

Eric always has a positive attitude and he is willing to go the extra mile to help with technical issues.

-Anonymous

### **Area 11**

#### **Pamela Hickman & Armetta Davis**

Pamela and Armetta presented an outstanding, informative presentation for the Admin Forum on February 16 on the implementation of our department's Facilities Management Customer Service Line. They represented Facilities Management with excellence. At least half of the participants were there for PAC certification. Others were there to learn something new and to be aware of what's going on in general. I believe all walked away with knowledge of how to streamline their processes of requesting assistance from our department using the customer service line.

As a staff member within Facilities Management, I attended to ensure I had the correct information when I share with others on campus. The campus community benefited greatly from this information learning how Facilities Management can serve them via

<http://capitalconstructionplan.uncc.edu/customer-service-line/customer-service-line>

Best regards,

Beverly Imes  
Facilities Management

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### **Area 15B**

#### **John Lattin**

John went above and beyond his regular work duties to help our office with a project. He did a excellent job and everything turned out beautiful. He is a great example of customer service. He is a asset to UNC Charlotte. He always has a smile and very professional.

Thank You again so very much Financial Aid Office.