

STRONGER TOGETHER

CSPN's 3rd Annual Women in Leadership Awards Gala was an inspiring event recognizing and celebrating over 350+ women and men within the Customer Service industry who have created a strong and visible impact as business leaders.

The evening was filled with great discussion, motivational, personal stories, and lighthearted moments.



A very special thank you to **TAKARA SMALL** who delivered an enticing Keynote session discussing leadership, technology, and how she made it to where she is today.

The award-winning entrepreneur, journalist, and public speaker currently appears on

Metro Morning (Toronto's top-rated morning radio show) as a technology columnist as well as an on-air tech expert for CBC and CTV. She was previously the host/producer for the Globe and Mail startup podcast 'I'll Go First' (the number one technology podcast in Canada) and contributing editor for Fortune magazine.

Her story, sincerity, and triumph were felt by all as she guided everyone on the journey of her career as a founder and executive director of VentureKids Canada, a non-profit organization that provides free coding classes and startup workshops to youth living in low-income and underserved communities in Ontario.

Special thank you to our judges, Advisory Council & Committee Members and volunteers for supporting CSPN and making this a successful event.

PANEL DISCUSSION

The evening also had some thought-provoking discussion revolving around Women in Leadership. For the first time, CSPN welcomed a gentleman, Lawrence Levinson, Director of Customer Experience at Bureau Veritas, to join the panel discussion and share his support and insights for women in all industries striving to inspire others and lead for success.

A special thanks to Lilliette Davidson, Former National Director, Customer Service – Pharmaceutical Distribution & Operations McKesson Canada, for moderating the panel and driving such a robust conversation.



(Left to right) Lilliette Davidson, Kellee Irwin (Orion Travel Insurance), Dimitra Maniatis (ServiceNow), Charley Butler (Ontario Teachers' Pension Plan), Lawrence Levinson (Bureau Veritas)

THE AWARDS

CONGRATULATIONS to all nominees who were selected as an award winner. The field was filled with true leaders – highly skilled and have achieved great success.

For photos and videos of the evening, visit mycspn.com/women-in-leadership, our [Facebook Page](#) and [YouTube Channel!](#)

CSPN presented 12 awards in total, with 2 of them, the Emerging Leader and Customer Experience Advocate being presented to multiple winners. [Visit our website](#) for the full list of these well-deserving winners.

Below is a list of ten 2019 WIL winners and their award categories.

CUSTOMER ENGAGEMENT LEADER
Nadia Elliott – Hyundai Auto Canada Corp.

LEADER IN DIVERSITY & INCLUSION
Rekha Rao-Mayya – Microsoft Canada

EMPLOYEE ENGAGEMENT LEADER
Patsy Bertoia – FedEx Express Canada

ENTREPRENEUR OF THE YEAR
Dr. Karine Rashkovsky – BrainPower

LEADER IN CHANGE MANAGEMENT
Donna Garbutt – Bureau Veritas North America

MENTOR LEADER
Alma Arzate – Apotex Inc.

ORGANIZATIONAL LEADER
Maryann Brown – guard.me International Insurance

TECHNOLOGY LEADER
Luisa Andrews – Toronto Community Housing

PUBLIC SECTOR – LIFETIME ACHIEVEMENT AWARD
Hillary Hartley – Ontario Public Service

PRIVATE SECTOR – LIFETIME ACHIEVEMENT AWARD
Victoria Sopik – Kids & Company

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