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2010 President's Award Winners

Thursday, February 17, 2011: Congratulations to the ten winners of the 2010 President's Award!

Nominations were reviewed by the Executive Management team and final awardees were selected by **John Elsey**, President and CEO, and announced via the company-wide meeting on Friday, February 11. Winners each received an engraved plaque and \$1,500. The six Arlington-area recipients also enjoyed a luncheon at Pinzini with their managers and John on Thursday.

Criteria for selection included Halogen, competencies, overall dedication, and for leaders, the key capacities that anchor the Leadership Immersion workshops. When reviewing nominations, special focus was paid to both the "what" and the "how" of the nominees' contributions to ESI.



And the Winners Are...

Nirlek Dhulla, Marketing Specialist (India)



Nirlek is a positive, inspiring and valued team member. Within all ESI regions, Nirlek is known for his amazing, exuberant attitude. Despite changes to his role and other challenges, he has a can-do approach and then follows through by actually doing. India has been a difficult market to grow, and Nirlek is continually testing new ideas, never becoming discouraged when things do not turn out as expected. He has helped build the India database by nearly 30% in 2010 and more than 100% in 2009. He has successfully helped launch the Open Enrollment program in India — five classes ran with an average of nine participants in each class.

Mary Johnson, Sales Operations Manager (Arlington)



Mary uniquely brings excellence to any project that she is involved in. Whether she is a leader or a participant she takes ownership and full accountability for each and every task that she is assigned. Her "above and beyond" work included highly successful initiatives such as coordinating and managing events and sales summit. She has also been a mentor for many across not only GCS but other departments, including recruiting and training a team of sales coordinators and managing a group of summer interns. Her professional demeanor exemplifies the manner in which others should emulate during team, division and executive meetings as well as individual crucial

conversations — excellent communication skills.

Nicole Lovelock, Program Manager (London)



Nicole was able to support the smooth execution of client learning programs through the coordination and management of all scheduling, logistics, marketing and billing activities. She has gone above and beyond the management of her own accounts as well as others. She has stepped up to act as a supervisor for new team members. Nicole is often cited as a leading example of how a Program Manager should operate by all other internal functions she interacts with. She has maintained revenue achievement through a period of transition within the Program Management function. Nicole has ongoing exceptional management of quality and high service levels to all clients.

Cindy McCoy, Manager, Curriculum Development (Arlington)



Cindy has a professional, can-do attitude that reinforces ESI's capability and expertise with our customers. This highly professional approach has enabled her to win the confidence of both our clients as well as our GCS team members. She uses her dedication and excellent leadership skills to lead the ESI team in addressing any issues regarding the quality of our materials. Cindy devotes a large amount of time as well as effort in order to ensure ESI's gains in materials quality and efficiency.

Michelle Moore, Manager, Content Strategy (Arlington)



Michelle has become our expert Learning Solutions Consultant. She is primarily responsible for leading ESI's Content Strategy team, where she has taken ownership of the major project of managing the CMS implementation. Michelle was instrumental in training the other



John's Corner

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Curriculum Managers. While managing this project, she participates in other key projects as well. For example, she is a key contributor on the Project Widgets implementation and was very instrumental in the set up and implementation of Yammer.

Rosey Romano, Meeting and Training Center Manager (Arlington)



Rosey always takes on projects with a positive outlook and a smile on her face. She is responsible for the management and oversight of both training centers and staff, meeting facilities for all of our OE sessions and support of our GCS team's client facility requirements. She has done a tremendous job streamlining processes at both training centers, negotiating contracts with the hotels and looking for unique facilities that will allow us to minimize our expenses. Rosey has minimized the expenses and looked for unique ways to meet the requirements of FAI. She provides feedback to the appropriate stakeholders and has high standards for ESI, her staff and herself.

Dave Rutkowski, Manager, Curriculum Development (Arlington)



Dave's constant sense of urgency and attention to detail has helped ESI succeed when all odds were against us. He is able to use his unique ability to accomplish the tasks deemed impossible. His work reflects the hard work and dedication he presents in going that extra mile to make sure no project goes incomplete. Dave's commitment to customer satisfaction is exemplary and he deserves to be recognized for his achievements. Dave positively affected the working relationship with GCS by demonstrating a heightened sense of urgency, improved communication and attention to detail.

Monica Severino, Director, Customer Relations (Arlington)



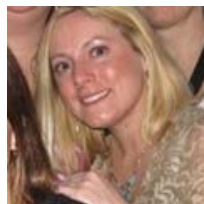
Monica deals with unhappy customers, schedules and cancels courses for the U.S. and Canada programs, answers questions concerning the master's certificate programs, works closely with Customer Care and the Office of Student Affairs, and is the lead MTM liaison for OE. Monica continues to coach and mentor members of the OE team. She is a rock solid performer and can be depended upon in any circumstance. She patiently works with unhappy campers, researches problems and provides an appropriate solution so that we end up with satisfied students. Monica is a great resource to the entire OE team. She is very customer focused, committed to the business and has great historical knowledge of the OE program which comes into play more often than one would think.

Eryn Stanley, Engagement Manager (Arlington)



Eryn always represents a delightful attitude with every project she takes on. She is continuously sure to jump in wherever she may be needed to lend a helping hand. She is highly responsive to all the team's needs and very focused on customer excellence, whether it is in her home office or international, as she helped get Canada launched. Eryn was ESI Canada's main go-to person for virtually any questions regarding delivering solutions to clients in this market. ESI could not have had the success we witnessed in the startup year without Eryn's commitment in helping to build the business here.

Katie Wise, Production Artist (Arlington)



Katie is responsible for designing, formatting and producing a variety of documents. She is an eager, quick learner who has excelled at marketing as well as course projects and looking to take on even more work and responsibility. Her quality and speed of work is unmatched, but what makes her invaluable to the team is her initiative and accountability. She takes complete ownership of every project she is assigned and goes above and beyond to make sure her customer's expectations are exceeded. She researches new ways to do things and makes process improvement suggestions to her supervisors. She can always be relied on to squeeze in a rush project or help out a teammate — without complaint, and without missing deadlines. Katie has also directly impacted ESI's revenue through the Kindle e-book that she created and published on Amazon's website.

Please contact **Marcia Riley**, Vice President of Talent Management and Human Resources (Arlington), with questions regarding the 2010 President's Award criteria, judging, recipients or with any other related questions.

Page maintained by **Katy Ross** | Last updated 2/17/2011

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