

#1

COMPLETE

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Page 1: Background (5%)

Q1

Please provide the name and title of the nominee.

Name	Evan Bailey
Title	Monitoring Center Technical Manager
Company	Per Mar Security
Email	Ebailey@permarsecurity.com
Phone	(563) 441-7458

Q2

How long has this nominee been employed by your organization?

18 years

Q3

How long has the nominee served in his/her current position?

1 years

Page 2: Experience and Education (25%)

Q4

What is the nominee's experience, both within your organization and in the security industry?

Evan started as a field technician doing install and repair. He worked hard and transitioned in to what we call Tech Support, this department does all the behind the scene programming of panels, communication devices etc... Evan went on to manage that team for many years creating multiple procedures to enhance the technician experience. One year ago Evan was presented with an opportunity in our Monitoring Center as the Technical Manager. He now over sees many things such as receivers, communications, and customer support staff related to equipment and application issues.

Q5

What is the nominee's industry education, job-specific education and training, and industry certifications?

Started at Per Mar as a technician and quickly moved to a role in Tech Services and also became our AES administrator when we started expanding our AES network. Worked his way up to Tech Services Supervisor and finally into his current role of Monitoring Center Technical Manager

Certifications:

SoftwareHouse

ICT

PDK

DMP

Honeywell/Resideo

OpenEye

Salient

AES

Page 3: Job Performance (60%)

Q6

What are the nominee's main job responsibilities?

Evan is overseeing the monitoring center receivers, maintaining communication or finding ways to improve. Oversees our support staff, this group will try to resolve customer technical issues over the phone before involving a field technician. This like unable to arm, application issues. looking at all receivers and making sure we are doing things the most efficient and correct ways. Direct liaison with UL & FM for all audits. Training of supervisors and Sr Manager.

Q7

How does this person support the Monitoring Center, and how has this person contributed to improvements in operations, morale and to the day-to-day functionality of the monitoring center?

As you might know Per Mar has been around for 70 years. And we have had the same management for over 40 plus of those years in our monitoring center. Evan has found so many ways to save time but cleaning up or event code, matching restores to events, finding more ways to automatically resolve alarms that agents should not have to interact with. Agents find issues daily and Evan is a trusted source to dive right in an get thing repair. Training Supervisors is a big one, the supervisors have learned more in the last year with Evan sharing knowledge. He does not just fix and move on, he explains why and what he is fixing which goes along way with the morale of the team

Q8

Describe this person's performance level, generally, on the job.

Evan is top notch he is always willing to help and answer any questions. Even with the constant barrage of questions, he is always finding idea or making sure all the correct parties are involved. His attention to detail is second to none. We think of one thing he has all of the details on what's needs with in no time

Q9

Provide three examples of how this person demonstrates that hi/she is a team player on the job.

1. We had an issue with our open eye software. Evan came right down sat in a monitoring center cubicle and didn't leave until he had it all resolved. He could have sat in his office and fixed it, but he sat with the surveillance team and let them know how serious he was taking this.
2. Evan has trained me (sr manager) on a regular basis on how all of the behind the scenes operations work, he does this with such skill and patience. He not only shares with me, but also all of the shift supervisors, you know the old saying teach someone to fish they can eat for a lifetime that is how Evan is he is always open to make sure we understand.
3. with all of the recent phone line issues in the world Evan is front line finding ways to improve our process. he has recently created a list of alarm.com/telgurd accounts that if we fix them new we wont have to worry about the phones going down. these are the things that he does, he finds ways to make things better for all the monitoring center.

Page 4: Additional Information (10%)

Q10

Why does this nominee deserve to win the TMA Monitoring Center Support Person of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional support to the Monitoring Center.

Evan deserves to win this award because of a lot of the reasons I have listed.

Innovative & resourceful solutions - trying to combat crisis before it happens being proactive instead of always seeming to be reactive like we have in the past. UL audit recently with two monitoring centers he has been working tirelessly and provided details and plans on how we can bring our second MC to the standards we have set in our main monitoring center.

crisis management - always answers his phone even at 1 am in times of emergencies in the monitoring center and quick to jump on his laptop. recently we there was an aes issue where in the past our IT team would have just said nothing Evan explained to the whole group in the monitoring center what happened and why it happened. Those things lift up the entire team, and make them finally feel informed

Dedication - 18 years of service here with Per Mar always someone that is a stakeholder and willing to learn, teach and grow not only himself but all those around him. Taking time out of his day every week to share knowledge, i cant even express how much this helps me and the team.

Q11

In what ways does the nominee help to boost morale within the Monitoring Center?

perfect example was in #9 he could have repaired the camera situation from his office which is not in the monitoring center, but he sat with the team and worked with them to fix the issues.

when ever there are issues he is first to respond no matter the time of day. When the position first started for him now one even knew what he was or what he would be doing, but his hardwork and dedication to the monitoring center has made him the go to for so much in such a short period of time

Q12

Please describe any other information the judges should know about this nominee.

Besides all of the great work ethic. I want to share a personal side of Evan.

Evan is the father of 3 awesome children. He is always on the go keeping the children involved in various activities. Evan enjoys working on and teaching his oldest son about small engines (lawn mowers etc.)

Evan also seems to always find another project to update/remodel his 150+ year old home.

Q13

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, January 15, 2024 10:12:02 AM
Last Modified: Monday, January 15, 2024 10:47:42 AM
Time Spent: 00:35:40
IP Address: 172.59.197.254

Page 1: Background (5%)

Q1

Please provide the name and title of the nominee.

Name	John Balthrop
Title	System Administrator
Company	Stealth Monitoring
Email	jalthrop@stealthmonitoring.com
Phone	800.518.3911

Q2

How long has this nominee been employed by your organization?

12 years

Q3

How long has the nominee served in his/her current position?

John has seven consecutive years as an IT administrator with an additional two years prior as Systems Analyst. He specialized in all things that regards the Service and Installations set up for TOC Team and usage by the customer.

Page 2: Experience and Education (25%)

Q4

What is the nominee's experience, both within your organization and in the security industry?

John has been working in the IT technology field since 1996. He started as a Domain Registrar for Network Solutions, the first and only domain registrar at the time, and was involved in processing new and current domains, as well as aiding in the transfer of ownership in the legal department. This continued his interest in technology and is one of the reasons why he is in the field today.

In 1998, he left Network Solutions to work for Motorola on the Iridium Phone Project Satellite Phone Technology and Satellite Vehicle Element Sets, which is commonly known as GPS. This experience helped him land his first job in network security where he worked with firewalls, built web servers, and worked as a Cobol programmer for various customers during Y2K.

In 2002, John applied for and accepted a job as an Electronic Security Technician. He was responsible for installing various access control, video surveillance, audio, and intrusion systems from various industry leaders in residential, commercial, and government environments. As more and more analog devices were evolving, they were being incorporated with onboard network ports, which eliminated the need for a separate piece of equipment to talk with.

Q5

What is the nominee's industry education, job-specific education and training, and industry certifications?

John graduated with a major in Computer Information Systems. He has taken many vendor-specific classes for various routers, switches, access control, audio, surveillance, intrusion systems, software, and various state-required background and training accreditations.

Page 3: Job Performance (60%)

Q6

What are the nominee's main job responsibilities?

John is currently working as a System Administrator for Stealth's Network Global Team. Although his role involves overseeing the hardware in the Monitoring Center, he is stationed locally for easy accessibility and on-site support. He fully understands the critical importance of ensuring that the Monitoring Center is operational at all times. He believes that the Tactical Operation Center (TOC) should never go down. He applies the same level of urgency when addressing issues with customers and works hard to maintain the Monitoring Center at its best. His goal is always to provide a same-day fix, and he is dedicated to achieving it.

John's commitment to his work is exceptional. He is willing to work during his off hours, including weekends and holidays. He is solutions-driven and always thinks of a plan B when addressing technical issues in the Monitoring Center. His sense of urgency and can-do attitude prompt him to resolve issues before the next shift starts. John's excellent communication skills keep the TOC Leadership Team updated, allowing them to make timely adjustments if necessary. John's name is well known within the organization, and everyone turns to him whenever there is a problem that needs fixing.

Recently, John performed a complete machine replacement in the Monitoring Center, improving its speed, quality, and efficiency.

Q7

How does this person support the Monitoring Center, and how has this person contributed to improvements in operations, morale and to the day-to-day functionality of the monitoring center?

John has a weekly meeting with the Monitoring Team Manager where he listens to the needs of the Monitoring Center and cross-references them with what is actually needed. Thanks to his previous experience of installing electronic security equipment, programming, servicing, and designing, he can provide the best solution based on technological difficulties and customer perspective. His experience has also taught him the importance of having open communication with customers and team members, and the significance of gaining their confidence in his abilities to do the job right the first time.

Q8

Describe this person's performance level, generally, on the job.

In short. John knows how to make complex systems work! Daily John maintains our existing world-class service to our customer base. He streamlines the process of programming new sites into the monitoring software and sets various safeguards to ensure the sites to monitoring software and monitoring agents are successful.

John understands that the bigger picture of success starts at the site level, then with our Programming Team, the Customer Success Managers (CSM) for customer protocols, to agents that monitor the site all make this a successful process. One of our biggest ongoing initiatives is reducing unwanted alarms (signals) coming into the monitoring center. John is playing a pivotal part in this endeavor. This will enhance our speed, quality, and efficiency.

John does the necessary research and leans heavily on various soft skills that play a major role in the success of balancing current customers and onboarding our new customers.

John's level of performance is leap years above his peers. When I view John as an individual and what he brings to our organization, bar none he is a key member who makes positive things happen! His exceptional multitasking abilities, unwavering integrity, collaborative approach, expertise in resolving customer conflicts, customer-oriented mindset, outstanding problem-solving skills, attentive listening and ability to comprehend issues, excellent time management, strategic thinking, adaptability to sudden changes, and ability to work efficiently under pressure sets him apart from his peers.

Q9

Provide three examples of how this person demonstrates that hi/she is a team player on the job.

Although John no longer works in the operations department, he continues to work closely with the Service Technicians and Project Managers as a subject matter expert for the deployment of all software applications. He doesn't do this because he has to, he does it because he is a true team member who believes in the motto that "teamwork makes the dream work."

John was instrumental on two different occasions in the move and relocation of monitoring stations to an open location. The move was implemented to help mitigate the spread of COVID, flu, and upper respiratory viruses. The relocation of the stations was conducted during non-monitoring hours on the weekend, during his off time. It is amazing to see the level of involvement John has with the entire team. He is a visible leader.

During the snowy season, John has volunteered to act as a ride share to help get others to work who don't have their own vehicle. As we all know, crime doesn't stop because of inclement weather. This gesture has proven successful in getting monitoring team members into work to have a full staff for monitoring.

Our company believes in giving back and partnering with various outreach initiatives. John took the lead in collecting Toys-For-Tots, which proved to be successful. He not only took the lead but also set up drop boxes and inspired others to donate to those who are less fortunate.

Page 4: Additional Information (10%)

Q10

Why does this nominee deserve to win the TMA Monitoring Center Support Person of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional support to the Monitoring Center.

There are times when we tend to overlook team members who perform at a high level above others and focus more on those who aren't performing at the same level. We need to do a better job of recognizing those who put in their heart and soul to enhance our monitoring initiatives.

John has been supporting monitoring directly and indirectly for more than 10 years, and because of his efforts, our communities are safer. If John is awarded this prestigious recognition, it would be a way of showing him and others how much we appreciate him for the work he has already done within our monitoring community. Telling someone they are appreciated is good but showing them they are appreciated is a level above.

There are many complexities in monitoring, some of which are controllable and some that aren't. However, when you have a partner who supports and is committed to excellence like John, you can rest easy at night knowing you can call on him at any hour, and he will answer the call. John's unwavering monitoring support reminds me of President John F. Kennedy's quote: "Ask not what your country can do for you, ask what you can do for your country." For the 10+ years that I have personally had the pleasure of partnering with Mr. Balthrop, not once has he ever asked what's in it for him. This is the true character of a team member who promotes and supports our space in the monitoring world. Select him now, and he will not disappoint!

We recently faced an issue where one of our most important clients' NVR went offline. Unfortunately, due to a shortage of staff, we didn't have any technicians available to send to the site to fix the problem. However, our colleague John went above and beyond by stopping at the client's site on his way home after normal working hours. He installed and configured the hard drives, bringing the site back online and making it ready for monitoring. John's dedication and professionalism make him a true asset to our team.

Q11

In what ways does the nominee help to boost morale within the Monitoring Center?

One of the most significant contributions to the morale of our Monitoring Center is John's consistent effort to ensure that all necessary supplies, such as headsets, keyboard-mouse combinations, desk phones, wall-mounted monitors, and desk-mounted screens, are always available at a moment's notice. Furthermore, John always keeps a backup computer on standby in case of any existing unit's failure. Although these may seem like minor details, having operational equipment is essential to the success of our Monitoring Team. Our team's job involves protecting our clients' assets and making our country safer by getting rid of bad actors from the streets. Removing all distractions and providing the necessary tools are critical factors in running a successful Monitoring Center, and John has undoubtedly made valuable contributions to these endeavors.

Q12

Please describe any other information the judges should know about this nominee.

John was initially hired as the Operations Manager with the responsibility of hiring monitoring personnel and creating the shift schedule. He fulfilled this role for eight months until the Monitoring Manager was hired. John's experience gives him a unique perspective that few in the industry possess. It would be difficult for most people to claim the same level of knowledge and understanding.

Q13

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, January 23, 2024 4:16:13 PM
Last Modified: Monday, February 26, 2024 11:03:10 AM
Time Spent: Over a month
IP Address: 198.17.112.250

Page 1: Background (5%)

Q1

Please provide the name and title of the nominee.

Name	Jennifer Acevedo
Title	Senior Transfer Manager
Company	Affiliated Monitoring
Email	jennifer.acevedo@affiliated.com
Phone	800-434-4000

Q2

How long has this nominee been employed by your organization?

Over 12 Years

Q3

How long has the nominee served in his/her current position?

2+ years

Page 2: Experience and Education (25%)

Q4

What is the nominee's experience, both within your organization and in the security industry?

Jennifer has been a valued member of the Affiliated family for over 12 years. As a member of the transfer team, Jennifer has been instrumental in our growth and has, in one way or another, been involved with every major dealer transfer and onboarding.

Jennifer started as a monitoring specialist, and within a few months, was promoted to team lead. Within 2 years she was again promoted to customer service supervisor, followed by another promotion to senior trainer.

After six months as a trainer, Jennifer became an inaugural member of HEART (High and Excessive Alarm Reduction Team) in 2015. This was followed by further promotions to account manager, senior account manager, transfer manager, and most recently, in 2022, to Senior Transfer Manager, the role she currently holds.

Prior to her time at Affiliated, Jennifer was a bilingual customer service representative for One Touch Lifescan, a provider of diabetes related medical supplies and products. This experience was excellent preparation for her initial role as a monitoring specialist.

Q5

What is the nominee's industry education, job-specific education and training, and industry certifications?

Jennifer is a TMA certified monitoring specialist and Affiliated monitoring specialist trainer.

Page 3: Job Performance (60%)

Q6

What are the nominee's main job responsibilities?

Jennifer is responsible for leading the team that handles all account transfers. This is a complex position that touches upon many areas, including but not limited to data processing and management, sales support, customer service, interfacing with AHJ's, project planning, telephony, and alarm receivers.

For even a modest transfer, Jennifer will work with a dedicated account representative who is wholly focused on the transfer at hand. Together, they will ensure that the highest quality data is retrieved from the current monitoring platform, that it is correctly converted to our monitoring database format, that corrections are made where necessary, and that all technical aspects of the transfer – phone lines, numbers, alarm receiver configuration, IP and cellular data configurations, and the like, are properly handled and ready to go on the day of the transfer.

Q7

How does this person support the Monitoring Center, and how has this person contributed to improvements in operations, morale and to the day-to-day functionality of the monitoring center?

During the transfer process, many things could potentially go wrong. Did the data convert over properly? Are the contact lists in the right order? Are the SOPs perfect? While it would be easy to dismiss a mistake here or there, Jennifer makes it her business to support the monitoring team before, during, and after a transfer to make sure it is perfect every time. She makes herself available for questions, and often is intimately involved with the complex pre-transfer testing we perform at the monitoring level to discover any hidden issues before we 'flip the switch'.

Q8

Describe this person's performance level, generally, on the job.

Excellent. Jennifer's professionalism is matched only by her dedication to her job. Her unique understanding of monitoring business and technologies has made her an invaluable resource for both Affiliated and for our dealer partners.

Q9

Provide three examples of how this person demonstrates that hi/she is a team player on the job.

In addition to regularly putting in 10+ hour days before, during, and after transfers...

- Jennifer is never afraid to get her hands dirty – digging through data, crafting custom SQL queries, and seeking out the edge case that is sure to present itself to our monitoring specialists, she is always ready to go in, elbows deep, when needed.
 - As a manager and team leader, she always goes above and beyond to keep her team happy and engaged. Beyond this, she also works hard to make sure her team continually develops into well rounded professionals capable of tackling any position or problem at Affiliated.
 - During the COVID pandemic, the rate of transfers did not slow – they actually increased - and Jennifer made sure to make herself available to all involved – transfer team members, monitoring, and dealers alike. She made sure her colleagues had the necessary resources to succeed – even in unfamiliar surroundings – and made the effort to visit with dealers when the need arose.
-

Page 4: Additional Information (10%)

Q10

Why does this nominee deserve to win the TMA Monitoring Center Support Person of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional support to the Monitoring Center.

The way that a third-party monitoring center grows is through gaining the business of new dealers and through the transfer of accounts from other monitoring centers.

Over the past few years, Jennifer has led hundreds of large and complex account transfers from dozens of different monitoring providers and automation platforms. Her attention to detail, experience on the monitoring floor, strong customer service chops, and dedication to hard work ensured that every one of those transfers went smoothly, resulting in a happy dealer and a seamless experience for the end user.

Every year, the number, size, and complexity of these transfers increase, along with the added complexity of the hosted and hybrid solutions we now offer. Without fail, Jennifer rises to the occasion, ensuring growth success while mentoring her team and helping to build some of the most talented future leaders for Affiliated.

Recently, Jennifer was instrumental in spearheading the largest single account transfer in our history. The transfer was riddled with data quality issues, technical complications, combined with an extremely challenging timeline for completion. Despite these issues, and because Jennifer continually went above and beyond what was expected, the transfer was a success. Without Jennifer, and without her dedication to getting the job done – even when it meant staying late, traveling over weekends, and coming in early – we would not be in the enviable position we are today.

Q11

In what ways does the nominee help to boost morale within the Monitoring Center?

Jennifer's unique personality and deadpan attitude is infectious – everyone who has had the luck to get to work with her can't help but become fond of her. While she is no-nonsense when it comes to the work, she will take any opportunity to crack a joke or lighten the mood. Everyone enjoys working with her for both her fun and professional sides.

Q12

Please describe any other information the judges should know about this nominee.

Jennifer is a weightlifting and body building enthusiast who is also a National Honor Society alumnus. She loves to travel and would like to one day 'visit Bora Bora and stay in one of those little ocean huts right on the beach'. Jennifer is also a licensed Emergency Medical Technician and a Certified Nurse Assistant.

Q13

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 26, 2024 1:56:12 PM
Last Modified: Monday, February 26, 2024 2:05:00 PM
Time Spent: 00:08:47
IP Address: 96.60.248.155

Page 1: Background (5%)

Q1

Please provide the name and title of the nominee.

Name	Joanna Kaufman
Title	Training and Development Supervisor
Company	COPS Monitoring
Email	JKaufmann@copsmonitoring.com
Phone	8003672677

Q2

How long has this nominee been employed by your organization?

14 Years

Q3

How long has the nominee served in his/her current position?

4 Years

Page 2: Experience and Education (25%)

Q4

What is the nominee's experience, both within your organization and in the security industry?

Joanna has gained extensive knowledge on alarm handling throughout her 14 years with COPS. Her experience as a dispatcher and managing dispatchers has enabled her to create training documents and videos that are easy to understand for both dispatchers and managers. These materials provide a proper guide for management to certify dispatchers. She is often the first to try out new products that our subscribers use, which enables her to visualize the subscriber experience and better understand how to help. This knowledge and expertise are then utilized to create tools and training materials for our dispatchers. Her natural sense of curiosity and systematic approach to learning and documentation make her an important asset to the company. We actively seek her input to ensure that new products, services, and SOPs work as intended. Joanna is TMA certified and holds certifications in HIPAA, CPR, and AlarmWatch video monitoring. She has first-hand knowledge of several different monitoring platforms, GPS mapping platforms, SMS chat features, and video alarms.

Q5

What is the nominee's industry education, job-specific education and training, and industry certifications?

Since Joanna's 14 years of industry experience has all been with COPS Monitoring, all of the education she has received has been through COPS and TMA. Joanna is TMA certified and holds certifications in HIPAA, CPR.

Page 3: Job Performance (60%)

Q6

What are the nominee's main job responsibilities?

Joanna regularly leverages the experience she's gained in her various roles to create classes, training documents, and video training for operations managers and dispatchers. Beyond training, she helps continually improve our operations by studying and learning from positive and negative feedback. This continuous work of reviewing subscriber experiences and giving input on how to make the necessary adjustments helps ensure we are constantly improving our quality. She also frequently suggests programs on how we can enhance efficiencies, such as reducing the number of steps for a dispatcher or making the layout and information on our dispatcher screens more straightforward to use.

Q7

How does this person support the Monitoring Center, and how has this person contributed to improvements in operations, morale and to the day-to-day functionality of the monitoring center?

Joanna is committed to improving the quality of our training program and developing effective methods to ensure our dispatchers perform at their best. She's implemented various efficiency projects and has an open-door policy that encourages feedback and suggestions from the operations team. Her supportive role in operations is a great example of how to foster a thriving workplace culture.

Q8

Describe this person's performance level, generally, on the job.

Joanna consistently performs at a high level and goes above and beyond to ensure our dispatchers have what they need for both themselves and the customers they serve.

Q9

Provide three examples of how this person demonstrates that hi/she is a team player on the job.

Joanna is open to and encourages feedback on our programs from dispatchers and managers. By including everyone in the development process, she ensures that the training is complete and that the implementation is smoother.

She always gives credit to those who assist her in reporting or trials we conduct. It is important to her that if someone suggests something, she ensures that their suggestions are followed up on and she knows what the results are, such as a program change, document update, or even alarm handling. Achieving results is rewarding to her, and she believes they should be shared.

She collaborates with her immediate training team, valuing their insights and supporting each other to achieve their goals.

Page 4: Additional Information (10%)

Q10

Why does this nominee deserve to win the TMA Monitoring Center Support Person of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional support to the Monitoring Center.

We are very honored to nominate Joanna for the TMA Monitoring Center Support Person of 2024. She supports all roles for operations; for the managers to report issues and training concerns which she in turn provides the results of their suggestions; for the dispatchers – as a previous dispatcher, she understands their role and challenges and seeks and, most often times resolves the challenges and the constant search and dedication for quality improvements to operations.

Q11

In what ways does the nominee help to boost morale within the Monitoring Center?

Joanna goes beyond her job description and handles live alarms to gain a firsthand experience of what the dispatchers encounter on a daily basis. This not only helps her keep her training current and relevant, but it also allows her to incorporate the dispatchers' viewpoints and emotions. Rather than just relying on her course materials, Joanna's willingness to immerse herself into operations is appreciated by everyone in the monitoring center.

Q12

Please describe any other information the judges should know about this nominee.

Joanna has been a devoted employee of our company for many years. Her enthusiasm for helping to protect people and passion for continual improvement has resulted in significant enhancements in our standard operating procedures, processes, and systems. She is the kind of person who always speaks up when she sees something that needs to be addressed, and we consider this as one of her strengths. We are proud and fortunate to have her as a part of our team. Joanna always keeps the best interests of our company, dispatchers, and dealers in mind. We appreciate her contributions and are confident that she would be an excellent representative for the TMA Awards.

Q13

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 26, 2024 3:31:27 PM
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Time Spent: 01:15:05
IP Address: 206.197.209.254

Page 1: Background (5%)

Q1

Please provide the name and title of the nominee.

Name	John Turner
Title	Senior Unit Manager, Care Support Monitoring
Company	ADT Security Services
Email	jwtturner@adt.com
Phone	(865) 310-0780

Q2

How long has this nominee been employed by your organization?

18 years

Q3

How long has the nominee served in his/her current position?

17 years

Page 2: Experience and Education (25%)

Q4

What is the nominee's experience, both within your organization and in the security industry?

John has demonstrated an extensive and dynamic career at ADT, beginning as a Team Manager in December 2005 and progressing to the role of Unit Manager in November 2006. His leadership journey continued as he assumed responsibilities as the Health/Safety & Monitoring Unit Manager from 2010 to 2022. Currently serving as the Senior Unit Manager of Monitoring since January 2023, John's tenure reflects a wealth of experience and a commitment to advancing within the field. Throughout his career at ADT, John has actively contributed to multiple projects, highlighting his dedication and expertise in the monitoring domain. John brings forth a wealth of experience in the security industry. Over his tenure, he has earned multiple industry certifications, solidifying his expertise. Notably, John has actively participated in projects aimed at advancing the security industry, exemplified by his leadership role in AVS-01.

Q5

What is the nominee's industry education, job-specific education and training, and industry certifications?

Industry education: John has been involved in the Call Center industry since 1990 and transitioned to the Monitoring Industry in 2005, assuming various management-level roles.

Job-specific education: John has a BA in Business Administration from the University of Kentucky and served for 10 years as a member of the U.S. Military.

Job-specific training: John has completed multiple training sessions provided internally by ADT. In addition, John has participated in external training sessions such Performance Management Training at Aubrey Daniels in Atlanta, Georgia.

Industry certifications: John holds a Six Sigma Blue Belt, an Executive Licensing Manager for the State of Oregon, a Texas State Fire Marshall Fire Alarm Monitoring License for the Knoxville site, and a Tennessee Monitoring License.

Page 3: Job Performance (60%)

Q6

What are the nominee's main job responsibilities?

In his current role, John is responsible for the oversight of multiple Monitoring Teams within the Monitoring department. His accountability extends to ensuring these teams can deliver 24/7 coverage while meeting center KPIs, are well-versed in current policies and procedures, equipped with the necessary training, and have access to the required tools for providing customers with a seamless monitoring experience. Additionally, John shoulders the responsibility of spearheading various high-priority projects across all the monitoring operators.

Q7

How does this person support the Monitoring Center, and how has this person contributed to improvements in operations, morale and to the day-to-day functionality of the monitoring center?

Support the Monitoring Center: John plays a pivotal role in supporting the monitoring center, engaging in diverse responsibilities encompassing day-to-day operations, the formulation and implementation of best practices, and spearheading high-priority projects. His impact is tangible, notably seen in the introduction of various best practices, such as the establishment of a feedback loop process for the Reliability Metric within the monitoring center.

Adopting an initiative-taking approach, John reviews daily absences and disseminates a comprehensive spreadsheet to his Team Manager Direct Reports. This initiative guides them in actively engaging with team members to understand the reasons behind absences, fostering discussions on compensatory measures during periods of staffing shortages. This approach not only promotes effective communication but also contributes significantly to positive impacts on attrition rates.

John took on a leadership role in the crucial AVS-01 rollout and training project in 2023. His collaborative effort led to the successful initiation of AVS pilot programs. The triumph of these pilot programs paved the way for widespread adoption, with John at the forefront of this transformative initiative.

Contributed to improvements in operations: John is instrumental in ensuring optimal staffing for the monitoring center, especially during emergencies like tornadoes, hurricanes, and equipment outages. He actively recruits team leaders and staff to manage increased workloads. John excels in resource allocation, efficiently utilizing staff and implementing strategies such as OT and VTO based on staffing needs and call volumes. John assesses monitoring center success through customer satisfaction scores, carefully reviewing comments and recorded calls. He provides acknowledgment and coaching to team members, employing a proactive approach by conducting daily meetings with AM and PM Shift Leaders to discuss customer survey results and drive continuous improvement in customer experiences. John is at the forefront of any project that affects that

Contributed to improvements in morale: John consistently brings a positive attitude and a welcoming smile to the workplace. His teammates frequently turn to him for advice on a range of topics, seeking guidance on customer interactions and best practices in various processes.

Contributed to improvements in the day-to-day functionality of the monitoring center? One of John's major accomplishments was the development and launch of the ART Team (Activity Reduction Team). This team was established to address excessive signals and improve the speed of service for alarm signals. John helped identify potential team members and provided onboarding and training to form a cohesive team. The ART Team had a significant impact on day-to-day operations reducing 123,000 alarm signals. John also focused on developing a first action reporting capability and a new disposition code for calls to contacts. He participated in projects to streamline processes, freeing up staff to manage higher priority alarm signals and improving the overall efficiency.

Q8

Describe this person's performance level, generally, on the job.

John regularly exceeds expectations. He is a steadfast employee and regularly seeks out opportunities to support teammates. Because of this and his tenure and experience in the Monitoring industry, he is a well-respected leader and other teammates consistently share positive feedback with his manager.

Q9

Provide three examples of how this person demonstrates that hi/she is a team player on the job.

1.) Collaborative Problem Solving:

John used a collaborative approach to help to lead the AVS-01 pilot launch. John actively engaged with training colleagues to create training modules and communications to ensure that material was up-to-date and ready for a full center roll-out.

2.) Supporting Team Goals:

John is a collaborator consistently aligning his efforts and projects with the overall objectives of the team. He willingly takes on tasks that contribute to the team's success, even if those tasks fall outside of his primary daily responsibilities. By prioritizing the team's goals, he consistently strengthens the overall effectiveness of the group.

3.) Adaptability and Flexibility:

In dynamic work environments, unforeseen challenges and changes are inevitable. John remains adaptable and flexible, readily adjusting to accommodate shifting priorities or unexpected obstacles. John consistently engages with his direct reports and other Monitoring Center leaders daily. He maintains an open line of communication via direct conversations and team chats to keep everyone aligned. He also participates in team members' staff meetings and one-on-one sessions with their coaches to provide support and observe their performance. John is always ready to assist team members with any schedule adjustments they may need in case of an emergency.

Page 4: Additional Information (10%)

Q10

Why does this nominee deserve to win the TMA Monitoring Center Support Person of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional support to the Monitoring Center.

John is a deserving candidate for the TMA Monitoring Center Support Person of the Year award. His multifaceted contributions, including implementing best practices, spearheading crucial projects, and optimizing staffing during emergencies, highlight his exceptional impact. His positive attitude, collaborative problem-solving, and unwavering support for team goals exemplify his leadership. Notably, John's pivotal role in the AVS-01 rollout and the success of initiatives like the ART Team underscore his dedication to continuous improvement and operational excellence. John consistently exceeds expectations, demonstrating adaptability, flexibility, and a proactive approach in fostering a positive and cohesive work environment. His exemplary leadership, critical thinking skills, and commitment make him an outstanding candidate for this recognition. There are multiple instances where John surpassed regular expectations to provide exceptional support to the Monitoring Center, despite being a senior manager overseeing multiple teams. Notably, John took on the responsibility of managing projects beyond his usual scope, such as leading the rollout of AVS-01 training across the entire monitoring organization. Additionally, his pivotal role in high-profile projects like the launch of ADT's new CRM tool and Smart Home Security System exemplifies John's leadership and transformative impact as a change agent for ADT Monitoring.

Q11

In what ways does the nominee help to boost morale within the Monitoring Center?

In enhancing morale within the Monitoring Center, John consistently uplifts his teammates with a cheerful demeanor and words of encouragement. His willingness to be the first to help is evident, such as when he stepped in to help with resource allocation challenges faced by his teammates.

Q12

Please describe any other information the judges should know about this nominee.

Along with being an outstanding manager, John has been a strong advocate for promoting volunteer work and community outreach for ADT. John is involved with the ADT Always Cares initiative, dedicating his time to various causes in the local Knoxville Area. His involvement extends to assisting with food and coat drives, as well as participating in events like the Knoxville Marathon. Additionally, John contributes as a member of the Veteran's BERG, an employee group focused on raising awareness and creating opportunities for veterans at ADT.

Q13

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#7

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, February 27, 2024 12:19:51 AM
Last Modified: Tuesday, February 27, 2024 12:32:42 AM
Time Spent: 00:12:50
IP Address: 4.49.51.178

Page 1: Background (5%)

Q1

Please provide the name and title of the nominee.

Name	Michael Gaudio
Title	Central Station Supervisor
Company	CPI Security Systems, Inc
Email	mgaudio@cpisecurity.com
Phone	704-945-6265

Q2

How long has this nominee been employed by your organization?

24 years.

Q3

How long has the nominee served in his/her current position?

Michael has been a Supervisor since November 2009.

Page 2: Experience and Education (25%)

Q4

What is the nominee's experience, both within your organization and in the security industry?

Michael is one of the longest tenured employees at CPI. He began his career in Central Station and continues to serve CPI customers from the Supervisor's Bridge in Central Station.

Michael is experienced as an alarm processor and as a front line supervisor. Michael also serves as a liaison with our IT Department as he is often tasked with many software related projects.

Q5

What is the nominee's industry education, job-specific education and training, and industry certifications?

Michael is currently recertified as Operator Level I, CPI Central Station Operator Level III and licensed with the various state agencies where we operate. He is responsible for a shift of operators. He manages the actions and duties of his team. Michael coordinates the CPI participation in Five Diamond and UL Certification processes. He also coordinates with TMA partners to facilitate adding ASAP agencies.

Page 3: Job Performance (60%)

Q6

Respondent skipped this question

What are the nominee's main job responsibilities?

Q7

Respondent skipped this question

How does this person support the Monitoring Center, and how has this person contributed to improvements in operations, morale and to the day-to-day functionality of the monitoring center?

Q8

Respondent skipped this question

Describe this person's performance level, generally, on the job.

Q9

Respondent skipped this question

Provide three examples of how this person demonstrates that hi/she is a team player on the job.

Page 4: Additional Information (10%)

Q10

Respondent skipped this question

Why does this nominee deserve to win the TMA Monitoring Center Support Person of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional support to the Monitoring Center.

Q11

Respondent skipped this question

In what ways does the nominee help to boost morale within the Monitoring Center?

Q12

Respondent skipped this question

Please describe any other information the judges should know about this nominee.

Q13

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 23, 2024 8:58:12 AM
Last Modified: Tuesday, March 05, 2024 4:01:32 PM
Time Spent: Over a week
IP Address: 8.25.130.125

Page 1: Background (5%)

Q1

Please provide the name and title of the nominee.

Name	Acy Forsythe
Title	Systems Engineer
Company	Rapid Response Monitoring Services, Inc.
Email	acy.forsythe@rrms.com
Phone	850-830-2827

Q2

How long has this nominee been employed by your organization?

25 months

Q3

How long has the nominee served in his/her current position?

25 months

Page 2: Experience and Education (25%)

Q4

What is the nominee's experience, both within your organization and in the security industry?

Acy has spent 24 years in the security industry in a variety of roles:

Security Industry Expertise:

- 24 years of experience: Proven track record in security systems, including account transitions, central station operations, and software development.
- Streamlined operations: Reduced account transition time at ABM from 6 months to 2 weeks, demonstrating efficiency and problem-solving skills.
- Central station leadership: Managed and built multiple central stations, showcasing in-depth knowledge of the security industry, and supporting technologies.

Technical Skills:

- Alarm Receivers: Possesses a comprehensive understanding of signal receiving technology and its lifecycle from panel to dispatch.
- Automation proficiency: Well-versed in automation software platforms and signal processing, enabling efficient system integration.
- Telephony knowledge: Experienced in working with various telephony systems and services, ensuring seamless communication.

Software Development:

- Custom solutions: Designed, developed, and implemented innovative signal receiving solutions and integrations, streamlining security operations.
- Extensive experience: Successfully delivered custom software development and database migrations for renowned companies like SentryNet, Time Warner Cable, and more.
- Forward-thinking approach: Pioneered features like component-level security, custom report builders, and live history scrolls in dealer portals.
- Data visualization: Built a BI Reporting system for NMC, providing real-time operational insights previously unavailable.

Q5

What is the nominee's industry education, job-specific education and training, and industry certifications?

Though he possesses no specific industry certifications, Acy's qualifications far exceed the requirements for a successful leader of Technical personnel. Acy proudly describes his accomplishments and expertise as having 'grown up' within the industry, as he worked hands-on in various development, research, and critical leadership roles. We know with confidence that his wide-ranging and in-depth experience is especially acute during events that might otherwise result in our services being compromised.

Q6

What are the nominee's main job responsibilities?

Network & Infrastructure Expertise:

- Provides comprehensive support for Rapid's network and signal receiving infrastructure at the Corona, California Monitoring Center.
- Manages and maintains network equipment, ensuring optimal performance and uptime.
- Oversees facilities, infrastructure, generators, and power equipment.

Technical Leadership:

- Leads technical projects to support the growth and optimization of our Corona facility.
 - Analyzes and identifies areas for improvement, proposing and implementing successful system upgrades and process optimizations.
 - Proven track record of driving positive change through innovative solutions and mentoring of his peers.
-

Q7

How does this person support the Monitoring Center, and how has this person contributed to improvements in operations, morale and to the day-to-day functionality of the monitoring center?

Technical Expertise and Support:

- Leads a team responsible for maintaining essential equipment (phones, computers, peripherals) for Monitoring Center Specialists, contributing to an industry leading service level.
- Proactively monitors production systems alongside his team, identifying and resolving technical issues before they impact operations and customers.
- Mentors and trains new hires, effectively equipping them with the technical knowledge and troubleshooting skills required for success (alarm receivers, networking equipment, account setup).

Leadership and Team Culture:

- Drives a positive and collaborative work environment through his enthusiasm and supportive nature.
 - Fosters a team-oriented approach, empowering colleagues to own challenges and contribute to achievement of team goals.
-

Q8

Describe this person's performance level, generally, on the job.

Acy demonstrates exceptional performance in his role and consistently delivers high-quality results. His technical expertise, combined with a strong work ethic and commitment to continuous improvement, makes him an asset to our information technology team, organization, and our industry.

- **Technical Expertise:** Acy possesses a deep understanding of network and alarm receiving technologies, which allows him to serve as a technical lead on projects that optimize network performance.
- **Problem-Solving Skills:** Acy demonstrates exceptional problem-solving skills, ability to identify and troubleshoot network issues efficiently and effectively and serves as a key Tier III engineering resource that supports our customers 24 x 7.
- **Proactive Approach:** Acy takes a proactive approach to take ownership of any technology related project, from monitoring network performance, to supporting dealer technicians on support calls, and implementing improved processes to avoid disruptions.
- **Teamwork:** Acy is a strong team player, collaborating effectively with colleagues from various departments to assist with new employee onboarding, complex account setup, and managing facility related projects.

Q9

Provide three examples of how this person demonstrates that hi/she is a team player on the job.

1. **Modernized Workstation Infrastructure:**

- Led a project to replace nearly 100 workstations, phones, and peripherals, enhancing the user experience and supporting subscriber needs.
- Mentored a team, fostering their technical growth and ensuring a smooth transition to the new technologies.

2. **Enhanced Production Monitoring:**

- Collaborated with senior engineers to revamp production monitoring processes, achieving 100% uptime for critical alarm processing technology.
- Proactive approach identified and addressed potential issues before they impacted operations.

3. **Effective Onboarding and Mentorship:**

- Developed a training program for new hires, equipping them with the necessary skills and knowledge to excel in their roles.
- Provided ongoing mentorship, fostering a supportive learning environment and empowering new team members to contribute effectively.

Page 4: Additional Information (10%)

Q10

Why does this nominee deserve to win the TMA Monitoring Center Support Person of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional support to the Monitoring Center.

1. **UL Certification Champion:** Led the Corona office through a rigorous process to achieve multiple UL certifications, demonstrating a commitment to the highest safety and security standards.
 2. **Investing in the Future:** Mentored and trained new IT resources, fostering a culture of knowledge sharing and building a strong support team.
 3. **Technical Support:** Proactively provided hands-on support to dealer technicians, resolving critical issues, and minimizing downtime.
 4. **Mission Critical Upgrades:** Led the successful execution of complex data center upgrades, including cooling replacements, firewall improvements, and new receiver rollout, all while maintaining 100% uptime.
-

Q11

In what ways does the nominee help to boost morale within the Monitoring Center?

1. **Fostering a Positive Work Environment:**
 - Creates a supportive and collaborative atmosphere through his positive attitude, sense of humor, and willingness to assist his peers.
 - Recognizes and celebrates team achievements, promoting a sense of accomplishment and belonging.
 2. **Promoting Professional Development:**
 - Provides opportunities for growth and learning through mentorship, training programs, and knowledge-sharing initiatives.
 - Helps colleagues identify and achieve their position goals.
 3. **Recognizing Individual Contributions:**
 - Takes the time to acknowledge individual efforts and contributions, boosting morale and motivation.
 - Provides constructive feedback that helps his peers improve their performance.
 4. **Leading by Example:**
 - Demonstrates a strong work ethic, dedication, and commitment to the team's success.
 - Inspires others through their positive attitude and problem-solving skills.
-

Q12

Please describe any other information the judges should know about this nominee.

Perhaps as a result of the way he developed throughout his career, Acy sustains an atmosphere of understanding and encouragement for his team and in interactions with both his staff and his superiors. In times of crisis, we find that ability to be invaluable and often critical.

Q13

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)
