

Celebrating Superstar PDX People

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October 13, 2020



SUPERSTARS

PDX EXCELLENCE IN SERVICE AWARDS 2020

Wrapped in glossy white paper, 170 awards were ready to be handed to their deserving recipients. But as the days ticked down to March 12, 2020 — the date of the PDX Excellence in Service awards — the atmosphere turned from anticipation to uncertainty.

The annual PDX Excellence in Service awards honors the PDX People who earned the title of “Customer Service Superstar” at the Portland International Airport. It is the event of the year for many. But as the day of the gala approached, so did rising concerns about the pandemic, and in the interest of everyone’s health and safety, we canceled the event.

Still, the team just couldn’t let the 170 superstars go unrewarded! PDX People make up the heart of our airport, and their unmatched dedication to exceptional customer service is what makes PDX so welcoming. So, over the past few months, our Customer Relations team found creative ways to distribute swag bags to the award-winning PDX People. That included a physically distanced roadway pickup, where we handed awards to airport employees and volunteers as they pulled up in their cars.

Superstars from all our partners — airlines, concessions, transportation, and more — were nominated by their own teams. Every nomination was accompanied by a note of appreciation from their manager.

Scroll down to read a few of these recognitions:



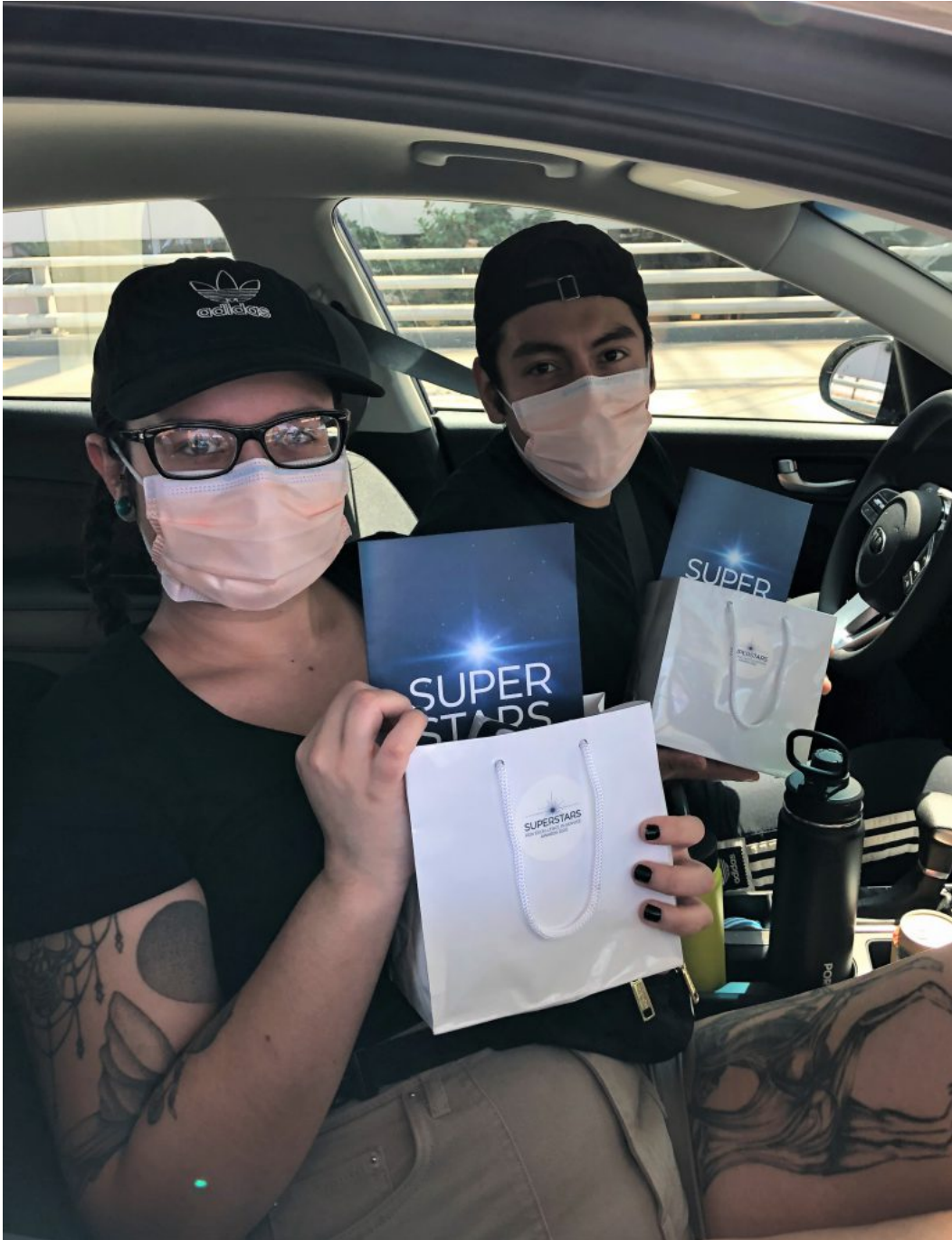
Autumn Daves. Blue Star Donuts

Autumn consistently goes the extra mile and always tries to connect with each customer to better understand their needs.



Jack Hughes, Travel Oregon

Jack has an innate ability to connect with people from all walks of life. He truly enjoys helping others, passengers walk into our welcome center as visitors and leave as friends.



Naya Mairena Flores, Burgerville (left) and **Luis Marin**, MOD Pizza (right)

Naya started with us a year ago and quickly became an invaluable part of the team. Her natural attention to detail is a skill we can't go without!

Luis makes sure that all guests leave our restaurant happy and full. He gives our customers the best PDX experience!



Shasta Lindell, Bags Inc.

Shasta exudes professionalism, has incredible patience and a caring spirit. She won't leave until she makes sure all her customers are taken care of.



Kamran Darbandi, Portland Metro Shuttle

Kamran was appointed by his peers to become the lead representative for the On-Demand Shuttle Companies. He partners with ground transportation staff on ways to become an even better partner while serving the traveling public.



Elisabeth Fleming, Country Cat

Elisabeth loves her job and it shows, she always has a huge smile on her face and loves making guests feel at home. She is a great team player with an awesome attitude.

Thank you, PDX Customer Service Superstars (all winners named below). In tough times, you help us remember to smile and share a little kindness with each other.

2020 AWARD RECIPIENTS

Tonight we celebrate the following individuals who have not only exceeded our PDX expectations for customer service, but who have helped to make PDX the best airport in the country.

AIRLINES

Abril Aguayo Airport Terminal Services	Theresa Benavente Delta Air Lines	Taylor Vaughn United Airlines
Deryl Cameron Airport Terminal Services	Regina Nguyen Alaska Airlines	Kori Kuper Portland Airway
Miranda Cisneros Airport Terminal Services	Karen Stewart Alaska Airlines	Gino Croes Southwest Airline
Roseann Fimian Airport Terminal Services	Carlisa Marson Boeing Air	John Maygar Southwest Airline
Scarlett Biggs Airport Terminal Services	Jarell Afalava Delta Air Lines	Shirley Pickens Southwest Airline
Sonam Sherpa Airport Terminal Services	Dayle Brinton Delta Air Lines	Jason Richards Southwest Airline
Dana Snook-Garza Airport Terminal Services	Pete Cooper Delta Air Lines	Adam Tomaszewski United Airlines
Abril Renee Tachiquin Aguayo Airport Terminal Services	Walter Gay Delta Air Lines	Christine Brown United Airlines
Zahra Wellyow Airport Terminal Services	Christopher Noles Delta Air Lines	Chris Higgins United Airlines
Anthony Cadiz Alaska Airlines	Haley Russell Hawaiian Airline	Carlos Jimenez United Airlines
Victoria Mosley Alaska Airlines	Raul Agosto Marrero Hawaiian	Abraham Kauhane United Airlines
Kimberley O'Connell Alaska Airlines	Alessa Dale Alaska Air	Jason O'maley United Airlines
Heather Pakoz Alaska Airlines	Alexander Ellenburg Hawaiian Air	Tiffany Planson United Airlines
Frances Sheehan Alaska Airlines	Eric Jackson United Airlines	Yulka Russell United Airlines
Martha DeLeo Alaska Airlines	Hanumi Schuster Hawaiian Air	Lilyana Diaz United Airlines

CONCESSIONS - SERVICES

Hali Hesson Albuquerque	Mariah Vanvoorhis The Bakery	Zack Hughes Hawaiian Airline
Tiffany Cody Providence Equine Care	Daniel Krueger The Originals	Alisha Kreuter Trevino

CONCESSIONS - FOOD & BEVERAGE

Merya Maedche Beverly's Hospitality Group	Kyle Huftzman Beverly's Hospitality Group	Luis Marin Hawaiian Airline
Luz Esperanza Flor Campo Beverly's Hospitality Group	Aryal Armand Lockwood Hawaiian Airline	Somphone Khanthavong Panda Express
Kathleen Olson Hawaiian Airline	Greg Garcia Hawaiian Airline	Chloe Ward-Dovis Hawaiian Airline
Autumn Daves Hawaiian Airline	Joseph Garcia Hawaiian Airline	Amanda Dreckman Hawaiian Airline
Naya Mariana Flores Burger King	Khay Sun Hawaiian Airline	Emory Kevin Hawaiian Airline
Austin Thongyivong Hawaiian Airline	Misty Fortier Hawaiian Airline	Brandon Monge Hawaiian Airline
Aaron Henry Cafe's Cuts & Catering Co.	Brady Ludwig Hawaiian Airline	Brian Whisenant Hawaiian Airline
Akberet Nouguse Cafe's Cuts & Catering Co.	Ashton Hoffman Hawaiian Airline	Elisabeth Fleming Hawaiian Airline
Theo Tzantarmas Cafe's Cuts & Catering Co.	Steven Sherman Lafayette	Jeffrey Nolan The Country Cat
Murphy Craig The Country Cat	Jeanette Pfeiffer Hawaiian Airline	Jamie Persing Hawaiian Airline
	Chelsea Scialabba Moby Seafood and Chuveur	

CONCESSIONS - RETAIL

Kim Dahlan Hawaiian Airline	Henry Harvey Hawaiian Airline	Paul Richardson Hawaiian Airline
Ben Cacak Hawaiian Airline	Bianca Banda Hawaiian Airline	Kristen Sonju Hawaiian Airline
Susan Holbos Hawaiian Airline	Patricia Peters Hawaiian Airline	London Pilatos Hawaiian Airline
Cheryl Knutson Hawaiian Airline	Vanessa Hatcher Hawaiian Airline	Chyanne Garcia Hawaiian Airline
Cameron Beecher Hawaiian Airline	Damaris Borcoman Hawaiian Airline	Colleen Branley Hawaiian Airline
	Patricia Loop Hawaiian Airline	

PORT SERVICES

Theresa Michaud Port of Portland	Kelly Dougan Port of Portland	Karen Endles Port of Portland Comm. Center
Alberto Peirano Port of Portland	Don Jeanroy Port of Portland	Bob Cross Port of Portland Fire & Rescue
Chan Springer Port of Portland	Joseph Kamara-Kennedy Port of Portland	Ashley Yukich Port of Portland
Karen Cron Port of Portland	Jill McPherson Port of Portland	Officer Charlie Berry Port of Portland
Ken Dalley Port of Portland	Paola Villegas Port of Portland	Officer Joel Buchanan Port of Portland

GROUND TRANSPORTATION & PARKING

Tom Buffrey SP Plus Corporation	Adolfo Lores Lezcano SP Plus Corporation	Vitaly Glukhenko SP Plus Corporation
Aleksandr Kurich SP Plus Corporation	Donna Morin SP Plus Corporation	April Walkworth SP Plus Corporation
Ron Lara SP Plus Corporation	Christopher Walsh SP Plus Corporation	

COMMERCIAL TRANSPORTATION

Abubakar Ahmed Fast Transportation	Kamran Darbandi Portland Metro Shuttle	Noah Ernst Radio-Cab Co.
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FEDERAL AGENCIES

Zachariah Etters TSA	Oscar Melendez TSA	Thomas Drake TSA
Stephen Hayes TSA	Kane Shapiro TSA	Robert Harman OSP
Kara Kanji TSA	Kim Thai-Krakowski TSA	Lanny Zuercher OSP
Jose Lopez Gonzalez TSA		

RENTAL CAR SERVICES

Keishanna Jackson Alamo Rent A Car	Christopher Messer Dollar Car Rental	Bella Osman Hertz Rent A Car
Lori Culbertson Avis Budget Group	Trevor Hickman Enterprise Holdings	Francine Santos Hertz Rent A Car
Tristan Hein Avis Budget Group	Anny Jennings Enterprise Holdings	Tosha Garcia National Car Rental
Bill Strauch Avis Budget Group	Anthony Sullivan Enterprise Holdings	Nikkla Clark TSA Car Rental
Jerry Whiteley Avis Budget Group	Viktor Krishchenko Hertz Rent A Car	Cesar Rivas TSA Car Rental
Dan Griesem Dollar Car Rental		

SUPPORT SERVICES

Julia Moreno AER Services	Alisha Pepperling OS Business	Brent Valdez Western Airlines
Sebastian Foster BAGS	Steven Ryan OS Business	Anthony Laughlin BAGS
Lacresha Johnson BAGS	Ellis Woodard HBB	Rosario MacLung BAGS
Shasta Lindell BAGS	Unity Angel Hawaiian Air	Edwin Manarang BAGS
Ashlee Rudolph BAGS	Donald Martin Hawaiian Air	Damon Haren Schindler Elevator
Aubrey Russell BAGS	Isaiah Solomon Hawaiian Air	Roseanna Chambliss BAGS
Lynn Rose Chesapeake Emergency Animal Hospital	Dennis Griffin Portland Airline Consortium	Rick Dwyer USD Northwest

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