

Congratulations to each and every individual who took the time to enter into the **BPESA GBS Awards 2019**.

2019 Award Winners will be revealed at the GBS Investor Conference and Awards taking place from the **19th – 21st November** in Durban, KwaZulu Natal.

Individual Award Winners will be announced at the Launch Cocktails & People Awards on the **19th November** and **Company Award Recipients** will be declared at the

Closing Dinner Banquet on the **21st November**.

Bookings to all events across the three days can be [made here](#)

We look forward to celebrating with you

PEOPLE AWARDS – 19.11.19

Top GBS Workforce Planning Professional Award

| | | |
|----------------------|------------------|---------------|
| Melisha Ramgethy | CCI | KwaZulu-Natal |
| Ruven Nair | CCI | KwaZulu-Natal |
| Pule Prosper Mokgoro | Harambee Academy | Gauteng |
| Denzel Duloo | Webhelp SA | Western Cape |

Top GBS Trainer/Coach Award

| | | |
|------------------|--------------|---------------|
| Akshata Ravi | CCI | KwaZulu-Natal |
| Krishen Deeplall | CCI | KwaZulu-Natal |
| Mercy Potele | Merchants SA | Gauteng |
| Priscilla Brink | Ucademy | Western Cape |

Top GBS Team Leader/Supervisor Award

| | | |
|-----------------|---------------------------------------|---------------|
| Robyn Maree | BYC Aqua Solutions | Western Cape |
| Jose | CCI | KwaZulu-Natal |
| Viwe Mankanku | Harambee Youth Employment Accelerator | Gauteng |
| Busisiwe Ndlovu | Merchants SA | Gauteng |

Top GBS Support Professional Award

| | | |
|---------------------|---------------|---------------|
| Katherine Ramsaroop | Call Insight | KwaZulu-Natal |
| Prenosha Govender | CCI | KwaZulu-Natal |
| Loretta Meyer | SA-Commercial | Western Cape |
| Judy Robison | Ucademy | Western Cape |

Top GBS Quality Professional Award

| | | |
|-------------------------|---------------------------------------|--------------|
| Marshall De Kock | Capfin | Western Cape |
| Chris Cilengi | Harambee Youth Employment Accelerator | Gauteng |
| Eyram Ayayee | Merchants SA | Gauteng |

Top GBS Operational Manager Award

| | | |
|---------------------------|------------------|---------------|
| Monica Mamdoo | Callforce Direct | Gauteng |
| Shiksha Roopnarain | Capability BPO | KwaZulu-Natal |
| Vishal Gayaram | CCI | KwaZulu-Natal |
| Amandeep Goraya | EXL South Africa | Western Cape |
| Hayley Clements | Harambee Academy | Gauteng |

Top GBS Marketing/Sales Professional Award

| | | |
|------------------------|------------------------------|--------------|
| Oupa Mnisi | Altron Bytes People Solution | Western Cape |
| Aiden Roach | Altron Bytes People Solution | Western Cape |
| Sasha Hugo | EXL South Africa | Western Cape |
| Felistas Karota | SA-Commercial | Gauteng |

Top GBS Collections Professional Award

| | | |
|-------------------------|--------|--------------|
| Iviwe Soko | Capfin | Western Cape |
| Miranda Pindela | Capfin | Western Cape |
| Siphokazi Mnyazi | Capfin | Western Cape |

Top GBS Analyst Award

| | | |
|------------------------|--------------|---------------|
| Lora-Ann Pillay | CCI | KwaZulu-Natal |
| Netashni Singh | CCI | KwaZulu-Natal |
| Yusuf Adams | Merchants SA | Western Cape |

Top GBS Customer Service Professional Award

| | | |
|--------------------------|---------------------------------------|--------------|
| Firdows Jacobs | Capfin | Western Cape |
| Keagan Wagner | EXL South Africa | Western Cape |
| Samkelo Ncube | Harambee Youth Employment Accelerator | Gauteng |
| Ra'eesa Hendricks | Merchants SA | Gauteng |

COMPANY AWARDS - 21.11.19

Top Technical Innovation Award

| | |
|----------------------|--------------|
| Merchants SA | Gauteng |
| Nimble Group | Western Cape |
| Webhelp South Africa | Western Cape |

Top Non-technical Innovation Award

| | |
|------------|---------------|
| CCI | KwaZulu-Natal |
| Clickatell | Western Cape |
| WNS | Western Cape |

Top Support Services Provider Award

| | |
|-------------------------|---------------|
| Careerbox | KwaZulu-Natal |
| Digital Solutions Group | Gauteng |
| Merchants SA | Gauteng |

Top Shared Service Centre Award

| | |
|-------------------------------|---------|
| CSS Credit Solutions Services | Gauteng |
| WNS | Gauteng |

Top Offshore Campaign Award

| | |
|------------------------|---------------|
| CallForce | Gauteng |
| CCI | KwaZulu-Natal |
| Outworx Contact Centre | KwaZulu-Natal |

Top Emerging Operator Award

| | |
|------------------|---------------|
| Capability BPO | KwaZulu-Natal |
| EXL South Africa | Western Cape |
| SoluGrowth | Gauteng |

Top BPO Operator Award

| | |
|--------------|---------------|
| CallForce | Gauteng |
| CCI | KwaZulu-Natal |
| Merchants SA | Gauteng |
| Merchants SA | Gauteng |
| Nimble Group | Western Cape |

Impact Sourcing Award

| | |
|-------------------------|---------------|
| Digital Solutions Group | Gauteng |
| Boomerang SA | Western Cape |
| Careerbox | KwaZulu-Natal |
| EXL South Africa | Western Cape |

GBS Event Platinum Partner



**Standard
Bank**

GBS Event Silver partner

ALTRON

BYTES
PEOPLE
SOLUTIONS

Awards Amethyst Partner



merchants
making digital human

