

While working for Cox, they had an Employee 360 review program for a while. For every comment given, the company would provide the recipient a monetary reward. The following are some unsolicited comments that I received.

Recognized for Outstanding Customer Service.

“Excellent customer service and real asset to the clients at KBB.com and the EOC. Thank you again for all your help.”

—Operations Analyst

Recognized for Outstanding Customer Service.

“Thanks for stopping everything and helping with all my computer issues. I couldn't have done my work/meetings if you hadn't dropped what you were doing and helping me immediately!”

—Web Analyst Manager

Recognized for Outstanding Customer Service.

“Thank you so much for your help with installation on my laptop. Your dedication to resolve the issue is appreciated. Thank you so much Tony.”

—Lead Quality Assurance Analyst

Recognized for “Operational Excellence”.

“Thanks Tony for always being available to resolve issues!”

—Senior Software Engineer

Recognized for “Teamwork”.

“For carrying the load when we are all out , in trainings and traveling. Always with a smile. Great to say I'm on the same team as you Tony.”

—Desktop Support Analyst

Recognized for “Teamwork”.

“Thank you for always being so responsive to our requests particularly when we just grab you when you are in our building handling other issues. We appreciate all you do to keep our systems up and running.”

—Financial Reporting Manager

Recognized for Outstanding Customer Service.

“Thanks for your help with the USB drive dock this month!”

—Senior Designer

Note: the following remarks were meant for me as well as one of my team mates:

Recognized for "Above and beyond and 'behind the scenes' contributions" .

"Thank you so much for going above and beyond and helping me with my machine drama this week. I was able to make up 1-2 days of lost productivity by you both stepping up and trying to fix my dead machine and then getting me into a new one. Thank you again!"

—Director, Insights & Innovation (AutoTrader)

Recognized for "Operational Excellence"

"Thank you for all your help over the last several months! We wouldn't be able to function from a technology perspective without your support. I know our new hires appreciate it, too."

— Senior Public Relations Manager

A "Thank You"

"I was locked out of my laptop and it was right before a big conference call. The first person I talked to at [redacted] wasn't able to resolve my issue so I was transferred to Tony. Tony was pleasant, listened to my problem, didn't place me on hold and got it resolved for me quickly. Thank you SO much, Tony!"

— Manager, Customer Support (HomeNet)

Recognized for "Going the Extra Mile"

"Tony is always more than willing to help, and sometimes go out of his way even when he's slammed with requests or people at his desk, to help employees with their IT requests. Tony deserves a BIG SPARK for always being a team player and always giving service with a smile! THANK YOU TONY!!"

— SEO Analyst

Recognized for Outstanding Customer Service.

"Thank you so much for all the assistance you have provided me on my laptop issues. Your efforts and customer service are truly appreciated."

— Product Manager, Syndication

Recognized for "Operational Excellence"

"You rock! Thank you so much!! It's epic (my teammates say) that I have a new machine on the day my old one failed. 😊😊"

—Software Engineer

A "Thank You"

"Thank you for being there this morning and helping with a last minute technology issue the learning team was experiencing in [location redacted]. We appreciate you stopping what you were working on and 'coming to the rescue.'"

—Director, Employee Communications & Development (Human Resources)

A "Thank You"

"Thank you for your help today Tony! You went above and beyond to get the job done with a very short deadline. Very much appreciated. You're the best!"

— Employee Communications Manager (Human Resources)

Recognized for Outstanding Customer Service.

"Tony, thank you for resolving the issue with our contractor's username. Your expertise and dedication helped get her going so she can get the tools needed to do her job. Your time is greatly appreciated!!"

— Business Analyst

A "Thank You"

"Thank you, Tony, for helping me out with my computer issues this week! I'm sure you're always bombarded with a lot of requests, but you do your job with patience and gratitude. I also appreciate getting to chat with you about Toastmasters. :-D Thanks for sharing your wisdom and tips with me. I'm rooting for you as you look into area governor status!"

—Analyst, Vehicle Configuration

Recognized for "Operational Excellence"

"Tony is a wonderful lifesaver for all my computer emergencies! It's not easy to be 2000 miles away and lost in file migration or printer crashes...each time I reach out to Tony for help, he is so pleasant and persistent that my issues get resolved quickly...and with that virtual "smile" I can see right through the speaker phone! Thanks again Tony for helping me become more efficient with a working computer system!"

—Vice President OEM Advertising & Bus Development

Recognized for "Operational Excellence"

"Thanks, a ton, for your help with the eye-tracker and all of our other UXR team technological "headaches!"

—User Research Coordinator

Recognized for Outstanding Customer Service.

"Hey Tony - I just wanted to thank you for providing me with the very timely assist on the video conferencing issues I encountered weeks back. Thanks!"

—Manager, Web Development

"Recognized for Outstanding Customer Service.

Thanks Tony for all your help getting my new computer all ready to go! It is so much better; running fast : -)"

—Senior Designer

"Recognized for Outstanding Customer Service.

"Thank you for taking time to set up [outside vendor name] consultants with login access during a very busy week for you. I know entire HD was offsite and you were the single person working for all of KBB! Thank you."

—Senior Manager, PMO

Recognized for Outstanding Customer Service.

"Thank you for taking time to set up [company name redacted] consultants with login access during a very busy week for you. I know entire HD was offsite and you were the single person working for all of KBB! Thank you."

—Senior Manager, PMO

Recognized for "Operational Excellence"

"Tony, just wanted to say thank you for a job well done. You did a great job of holding down the fort here at KBB while the rest of the team was back in Atlanta. Great work!"

—Director, IT

Recognized for "Operational Excellence"

"Thanks for always being quick to provide support and resolve IT issues!"

—Manager, Vehicle Configuration Operations

Recognized for "Operational Excellence"

"Thank you so much for the quick action this morning regarding the expired account. I truly appreciate your attention to detail and process. :-)"

Human Resources Generalist

Recognized for "Operational Excellence"

"Thank you so much Tony for your patience in helping me with whatever crazy computer thingy I have going on -- 1500 miles away! You always reply to my "pings" and give me the quick answers I need to continue doing my job. I'm grateful for your excellent customer service!!"

—Vice President OEM Advertising & Bus Development

Recognized for "Going the Extra Mile"

"Tony, thanks very much for accelerating the fix on [name redacted]'s IT issues in Building [location redacted] yesterday. That helped us keep the team productive during the busy month-end period for Finance. Much appreciated! Thanks again, [name redacted]"

—Senior Director, Finance & Strategy

Recognized for Outstanding Customer Service.

“THANK YOU SO MUCH for all of your help over the last couple days - between fixing my laptop and helping set up equipment for our employees, you are always willing to help, and with a smile. I really appreciate how you consistently go above and beyond to help anyone in need - you're AWESOME!”

—Human Resources Generalist

Recognized for Outstanding Customer Service.

“Tony Crowell went above & beyond to make sure I was up & running perfectly on my new computer.”

—Customer Service Representative

A “Thank You”

“Thank you for fixing my computer! Works great now! :-).”

—Executive Assistant to [business unit president name redacted]

Recognized for Outstanding Customer Service.

“Thank you for correcting my crazy login issue.”

—Senior Graphic Designer

Recognized for “Operational Excellence”

“Thank you Tony for all your help throughout the year!! You are always available and smiling and eager to help with any PC issues!”

—Senior Software Engineer

Recognized for "Operational Excellence"

“Thank you, Tony, for helping to get my log-in issue fixed. As always, your patience and diligence is much appreciated ~ year around!!”

—Analyst, Vehicle Configuration

Recognized for "Operational Excellence"

“Thank you for going the extra miles for your help in addressing my ATG login issue.”

—Senior Project Manager

Recognized for “Operational Excellence”

“Thanks for all your help this year. It is long overdue...Thanks for setting up my new laptop and providing all the help on time. Whenever, I need help, I know I can count on you... Thanks again.”

—Lead QA Engineer

Recognized for Outstanding Customer Service.

“Tony is always so helpful troubleshooting any operational system challenge. He's quick to respond to make certain that employees have access to the tools needed to accomplish everyday tasks. Thanks for your ongoing support and positive nature.”

—Product Marketing Manager, Ad Products

Recognized for “Operational Excellence”

“Thank you for your persistence in resolving my login/password reset issue this week. Much appreciated!”

—Senior Advertising Operations Traffic Specialist

Recognized for Outstanding Customer Service.

“Hard working and very dedicated to the mission of supporting KBB.com in all of their efforts. Thank you for all your help and support.”

—Operations Analyst

Recognized for “Problem Solving”

Thank you for your help this week with my laptop!

—Product Manager

I was part of the team this was directed toward:

Recognized for “Significant revenue or business impact beyond the scope of employee's role.”

“Fantastic job in rolling out Office 365 and Lync to KBB! This was a herculean effort and had been planned for 6 months. During that period several of you worked tirelessly on pre-migration steps, to include validating theories on how to even conduct the migration. Tip of the hat to [names redacted] on that particularly difficult component of this project. The entire team pulled together to plan, communicate, implement, and support the employee population of KBB. Your efforts to support the employees during Hop 1 & 2 migrations were above and beyond what KBB leadership expected; and greatly appreciated by them in making this significant change essentially a non-event. Thanks to all the extra hours and hard work you committed during the entire timeframe to make this project a huge success!”

—Director, Systems and Operations

Recognized for Outstanding Customer Service.

“Tony! Thank you so much for your prompt help with re-setting my account!.”

—Senior Software Engineer

Recognized for “Teamwork”

“Thank you for your contributions with our cross-team Canstruction event. I am very proud we won the most needed items award and that our effort yielded 7,500 lbs of food. Great job!”

—VP Business Operations

The following was from the person to whom I reported directly. I miss you, Boss.

Recognized for “Going the Extra Mile”

“Thank you so much, Tony, for closing old tickets on your day off. The dedication you show to me and to your job is extremely commendable. I appreciate your hard work immensely...”

—Associate Manager - Desktop Support, KBB

Recognized for “Executing Key Processes - Operational Excellence / Management Discipline”

“Thank you so much Tony for always being so helpful even when we come without notices. Really appreciate it.”

—QA Analyst

Recognized for “Executing Key Processes - Operational Excellence / Management Discipline”

“Thank you Tony for picking up my ticket and working past close of business to get my files back - helped me sleep that night!”

—Director, Sales Operations

Recognized for Outstanding Customer Service.

“TONY, Thank You for always being available to assist KBB employees with our computer issues!”

—Customer Service Representative

Here’s another one from my Boss.

Recognized for “Team Player”

“Thank you, Tony, for always enthusiastically jumping on projects that I assign you and for completing them quickly and professionally; for always being willing to learn and take on new challenges. I always know that I can trust you to complete a task thoroughly. I appreciate your hard work and wanted to recognize you with a little *Spark*! Thank you for all you do!!!”

—Associate Manager - Desktop Support, KBB

Recognized for Outstanding Customer Service.

“Thank you for responding to my Service Now request so quickly.”

—Analyst, Vehicle Configuration

A “Thank You”

“Thank you for ensuring my new computer had the necessary files & access! A simple transfer turned into an all-day event, I appreciate your time & patience! Thanks again!”

—Syndication Manager

Recognized for “Executing Key Processes - Operational Excellence / Management Discipline”

“A huge THANK YOU goes to you, Tony. Thanks for your time and patience to fix and get my new computer up to speed. You are always quick to follow up with me - appreciate it!”

—Public Relations Coordinator

Recognized for “Executing Key Processes - Operational Excellence / Management Discipline”

“Thank you, Tony for expediting my requests this week. You went above and beyond to make sure the teams that I support were able to accomplish their objectives. In two instances you made my requests a priority in your day and provided top-notch customer service in the process. Much appreciated!”

—Employee Communications Manager (Human Resources)

Recognized for Outstanding Customer Service.

“Thank you Tony for helping on my new laptop transition. Without your genius work, it could become a huge hassle. Thanks again!”

—Senior Manager, Predictive Analytics

Recognized for “Executing Key Processes - Operational Excellence / Management Discipline”

“Thank you so much for all your assistance over the past few weeks. Your knowledge and expertise is very valuable to me.”

—Product Manager, Syndication

Recognized for “Executing Key Processes - Operational Excellence / Management Discipline”

“Your help in focusing in on our onboarding process has been invaluable. Thank you so much for your continued efforts to keep us all on the same page. :-)”

—Senior Human Resources Coordinator

Recognized for Outstanding Customer Service.

“Thanks Tony for always resolving my computer issues, as well as miscellaneous technical issues in a timely manner. Your time and effort is greatly appreciated!”

—Business Analyst

Recognized for “Executing Key Processes - Operational Excellence / Management Discipline”

“Tony is always very responsive to our needs and goes out of his way to make sure everything is taken care of. He is always pleasant and easy to work with. If he can't fix it, he finds someone who can! Thanks Tony for all of your support!”

—Executive Assistant to Vice President of Human Resources

Recognized for “Executing Key Processes - Operational Excellence / Management Discipline”

“Great job!”

—Project Office Program Manager

Recognized for “Executing Key Processes - Relationship Management”

“Tony continues to respond to multiple requests without compromising the integrity of his department.”

—Production Manager/Business Analyst

Recognized for “Executing Key Processes - Operational Excellence / Management Discipline”

“Thank you for your efforts and dedication at completing a major employee relocation initiative. We could not have completed this project without your expertise and guidance.”

—Facilities Manager

A “Thank You”

“Tony, I just wanted to thank you for dropping what you were doing (your lunch) to help me out yesterday with printing what I needed in time for a meeting that I had. One of your best strengths is wanting to help your co-workers when they are in need.”

—Senior Business Process Analyst

Recognized for “Service Above and Beyond”

“Tony was key in helping my brother Eugene find his lost wedding ring in the parking lot using a metal detector. Thanks Tony.”

—Web Designer

Recognized for “Teamwork”

“Tony is shockingly good at seizing any problem that you bring to him and solving it with a minimum of hassle to you. Always friendly and always interesting.”

—Senior Vehicle Reviews Editor

Recognized for Outstanding Customer Service.

“I consistently ask Tony for help that is at the last minute or with a deadline pending. Tony has consistently helped me without complaint and he has responded in the time that I have needed. I and the UX department are grateful for the assistance to keep us moving without delays.”

— User Experience Strategist

Recognized for “Executing Key Processes - Operational Excellence / Management Discipline”

“Am so grateful for the generous and tireless support you have provided me this past month. I've encountered really un-expected issues with my laptop and you've handled each of them with grace and agility. You spent extra hours working well into the evening on a Friday night to help ensure that my laptop was prepped, ready and functioning properly with important security updates installed prior to my leaving that weekend on a business trip to Atlanta and ATC. This you accomplished while also helping a key KBB executive on the phone with resolving some laptop issues they were encountering. You were able to juggle multiple issues with great ease and move between constituents without missing a beat. Then you spent several sessions with me as you patiently and creatively tried to resolve a keychain login issue that appeared suddenly and was a pesky problem refusing to be resolved. You

continued to tackle every challenge with great humor and a fantastic attitude. Your persistence and genuine interest in helping get my problems resolved was instrumental in allowing me to continue to function effectively over the course of this month. Thank you for being a great resource to and for Kelley Blue Book.”

—Manager, Data Management

Recognized for “Executing Key Processes - Operational Excellence / Management Discipline”

“Thank you Tony for your continued support of the DAP team, always going the extra mile to get new hires setup and ready to go and troubleshooting issues.”

—Lead Software Engineer

Recognized for “Problem Solving”

“I just want to thank Tony for always taking the time to take care of any issue that I'm having with my hardware or software applications. He explains the issue, and ways to avoid problems in the future. Job well done Tony!”

—Manager, Operations Data

—A “Thank You”

“Thank you for your rapid response and friendly service in getting all my new hire issues resolved!”
Senior Project Manager

A “Thank You”

“Thank you for your continued support in clearing computer issues. I sincerely appreciate all your efforts!”

—Executive Assistant to the President

Recognized for “Executing Key Processes – Operational Excellence / Management Discipline”

“On behalf of [name of PMO Manager redacted], thank you for the hard work you both did on her laptop last night. She's got a lot of 2014 planning to get done and she really needed it back. Really appreciate the extra effort!”

—Vice President, Project Management Office

Recognized for Outstanding Customer Service.

“Thanks Tony! You always come through!”

—Senior Director, User Experience

Recognized for Outstanding Customer Service.

“Tony, thank you for your continued support and for getting us back up and running this week.”

—Vice President, Operations

Recognized for Outstanding Customer Service.

"Thank you for your continuing responsiveness in providing prompt IT support to enable me to do my work."

—Senior Project Manager

Recognized for "Executing Key Processes"

"Tony—Thank you for helping me with my ATG login issues. Tony resolved the issue quickly and professionally. Much appreciated!"

—Senior Director, Data Access Platform

Recognized for Outstanding Customer Service.

"Tony - Thanks for putting in the extra effort to locate and restore the data that went missing from my machine. Appreciate it!"

—Product Manager, Advertising Products

Recognized for "Problem Solving"

"I would like to recognize Tony Crowell for promptly assisting me an Outlook/VPN issue. I can always count on Tony for his help. Thanks you."

—Auction Field Analyst, East

Recognized for "Teamwork"

Tony, I wanted to thank you for always being such a help! Thank you!

—Senior Human Resources Coordinator

Recognized for "Problem Solving"

"Tony, thanks for helping me with the password issue. I know it took a while, and I appreciate you staying with me while doing this from outside the network. Thanks again."

—Vice President Business Operations

Recognized for Outstanding Customer Service.

"Tony, thank you for going the extra mile for me during the past month. Your almost daily assistance with the lobby TVs and ultimately, providing a solution for the [location redacted] lobby computer has made a huge impact on my work day. Thanks for providing a viable solution."

—Employee Communications Manager (Human Resources)

Recognized for "Executing Key Processes"

"I just want to thank you for always being so prompt in what you do. Every time I enter a Service Now Ticket, I can always count on you to fix my problem same day and you make my work become more efficient because there are no delays. Thank you Tony! You're awesome."

—Staff Accountant

Recognized for “Executing Key Processes”

“Thanks for helping me out as usual!”

—Lead Business Analyst