



2016 President's Award

The Envoy President's Award was introduced in 2014 as a way to recognize those employees who consistently go "above and beyond" in whatever they do – for customers and colleagues alike.

"Envoy has some of the best people in our business – hard-working, professional and dedicated," said President and CEO Pedro Fábregas. "We ask a lot of our people, and they deliver."

Employees were asked to nominate their outstanding colleagues and all nominations were reviewed at the end of the year. For 2016, we selected 40 winners and presented their awards at a celebration luncheon on Tuesday, May 16 in Dallas/Fort Worth.

And the winners are...





Brad Allred

MOD Crew Scheduling (EHQ)

“There are no words to describe Brad. This guy is unreal. He comes in with a positive attitude and is always in a good mood - whether he is on a long stretch of workdays or comes in on busy days of Off Schedule Operations. He is always helping his staff out when they’re extremely busy and is always available on the phone when he is needed. He does what’s best for the Operation. This man deserves this award - I’ve never had the honor to work for a manager like Brad”

Brian Anderson & Michelle Qualls

Customer Services Training Specialists (EHQ)

“Brian and Michelle have worked tirelessly to create a the first training program for our frontline Lead Agents, focused on leadership qualities and crisis management concepts. They have now held training sessions for more than two thirds of our currend leads. Through their engaging curriculum, they have empowered lead agents to provide the best possible service for our customers.”



Simon Baca

Station Agent (ABQ)

“When Envoy Station Agent Simon Baca heard a loud noise, he suspected a United Airlines airplane had ingested some Foreign Object Debris, and was quick to act. He informed local Air Traffic Control and United’s operations center, who in turn notified the pilot. The plane safely returned to the gate before reaching the runway. After powering the plane down and visually inspecting the engine, the United pilot thanked Simon for reporting the noise – a bypass pin and flag was lodged inside the engine and could have caused further damage on a takeoff run.”

David Baugh

Facilities Support Manager (EHQ)

“David leads a team that manages three DFW area properties. He has a great mix of experience, leadership, technical skill and common sense, and keeps our facilities running safely, smoothly and comfortably. What is unique about David is that he is a problem preventer as much as a problem solver. That sometimes means working weekends or coming in at midnight to address issues so he can minimize disruption to his customers. David is always available, approachable, very responsive and professional, and manages his business with a nod and a smile. He has set the example for his team, and they each exhibit the same professional, courteous and qualified support.”



Douglas “DJ” Beauchamp

Aircraft Maintenance Technician (MQT)

“D.J.’s contribution to the Marquette maintenance base is invaluable. His work ethic and commitment to his job and our facility are qualities that should be emulated. He has the respect of co-workers and management alike for his hard work and dedication, not only for the tasks he is assigned, but for the way he goes above and beyond – and volunteers to help in other aspects of the operation. I can’t think of a more deserving individual to receive this award.”



Denice Cardona

General Manager (BTR)

“A HUGE thank you to Ms. Cardona for her assistance with rebooking all day here at DFW. She is not from this station, was just trying to catch a flight out and was in no way required to assist us with our off-schedule operation. Denice is an amazing role model. She was also on the front lines of our response when devastating floods struck Baton Rouge. Despite her own home being underwater, Denice immediately reached out to station employees to ensure they were safe and was at the airport, ready to lead the charge when we resumed operations.”

Capt. Jerad Carpenter

Pilot (DFW)

“I’ve flown with Captain Carpenter many times and witnessed firsthand his kindness to our passengers. He is always willing to go above and beyond his duties as a pilot and assist passengers and crew. Capt. Carpenter’s piloting skills are impeccable and I have always felt safe when flying with him. I’ve always appreciated the way he perform his pre- and post-flight duties in a professional manner. Capt. Carpenter is an asset to Envoy and I highly recommend him for this award. I look forward to flying with him again.”



Emmanuel Carrasquillo

Ground Support Equipment Supervisor (DFW)

“Manny takes it to the max every day. He continually looks for more ways to advance our department, and all the other groups we support. He has always worked additional hours to help with repairs, but he really put forth the extra effort in recent months, ensuring the added equipment that was given to DFW for the bag team and Terminal E was ready. He has volunteered twice for emergency “all-nighter” road trips to repair deicers so that those operations could run without further flight delays. Manny is a strong leader and an asset to this company.”



Cynthia “CJ” Carson

Flight Attendant (ORD)

“CJ’s vibrant energy is felt before you even exchange words with her. From greeting to working with her on a trip, she goes above and beyond to make sure your experience with her is positively unforgettable. She goes out of her way to deliver a personable experience for each and every one of the passengers on the airplane to wherever they are going. It is captivating to see the smiling passengers deplane as they hand out unlimited compliments for the service quality she offers. CJ makes me not want to leave work.”

Nick Chamnarnsripetch

Flight Attendant (DFW)

“Nick was commended by American Airlines CEO Doug Parker, who wrote a letter to Pedro about the great service he received, saying ‘I flew on Envoy last night on Flight 3773 from DFW to Montreal. It was phenomenal. The E175 is a great airplane that does not feel like an RJ. The #1 flight attendant – [Nick] – was as good as any of our great AA mainline flight attendants – friendly, professional, conscientious and he looked great in his new uniform. Please pass along my thanks to your flight attendant. I told him how impressive he was a couple of times, but I’d like him to know I passed it along to you all as well.’”



Capt. Anthony Ciaravella

Pilot (ORD)

“Captain Anthony Ciaravella is a superb captain because he excels not only at flying skills and knowledge but also in other areas that were crucial in my E145 training. He goes far and beyond the call of duty when instructing. In addition to flying our four-day trip, he spent many extra hours a day with me, explaining and advising me in all the areas of the job. He was very patient and demonstrated a genuine interest in teaching me and helping me excel in my Envoy career. I also witnessed how Captain Ciaravella helped customers with their questions and concerns. I would choose to fly with him any day.”

Karen Cooper

Station Agent (ROC)

“Karen is always going above and beyond, keeping us all informed about station issues. She is always kind to others and knows her job inside and out, both out on the ramp and inside. She makes sure we are all in uniform and all in compliance. Karen is a wonderful person to work with and is always the first to help passengers.”



Capt. Gary Cross

Pilot (DFW)

“When a customer left their iPad on their flight, Capt. Cross worked hard to ensure the property was returned to the owner. After looking up the passenger information, Gary turned on the iPad, confirmed the last name and managed to get through to the passenger’s brother. He offered to ship the iPad to the customer at his own expense, then came up with a better idea – he handed the iPad to another pilot who was flying into Montreal later that evening and happened to be staying at the same hotel as the customer.”



Rudolph Ditto

Airport Services Supervisor (IAH)

“Since Mr. Ditto has been with our station, he has brought in such unity. He is always willing to help others and goes above and beyond his job. His supervisory skills are excellent and he doesn’t mind getting his hands dirty. He steps in where he is needed. If he doesn’t know the answers he’s always willing to find out. He keeps us on our toes and abreast of our surroundings. He’s definitely a true example of what leadership should display.”

Manuel Gallegos

Ramp Supervisor (ORD)

“When Manny was at AA Mainline gate H8 overseeing the baggage transfer operation from AA to MQ, he saw a baggage cart full of mail detach from a vendor’s vehicle and roll uncontrollably towards an AA aircraft on an adjacent gate. Manny quickly drove over and used the bag tractor he was driving to block and stop the cart from making contact with the A321 aircraft. His quick thinking and prompt actions prevented any employee injuries and also prevented potential aircraft damage.”



Zach Goforth

Ground Support Equipment Crew Chief (XNA)

“While working on a deicer in Fort Smith, Zach received a call from Stillwater that their deicer wasn’t working. He first repaired the FSM unit, then drove straight to SWO to repair the unit that night in the bitter cold. He came back to the airport the next morning for the kick-off flight, only to find that the starter had gone out on the truck. So he gathered the SWO team and flight crew and managed to tow the truck to the deice pad to ensure the plane got out without a delay. Zach continually goes above and beyond his duties to ensure many stations avoid delays and cancellations. He is a huge asset to me, and to Envoy.”



Lawrence Hadley

Aircraft Maintenance Technician (XNA)

“Lawrence is an exceptional mechanic, who has gone above and beyond. He always has a smile on his face and a kind word for everyone. He is a former Marine and we are proud to have him at our base. Lawrence has one of the best attitudes and work ethics at XNA – always willing to help others out. I am positive that anyone who knows Lawrence would say the same thing – if anything, they would just have more great things to say about him!”

Melisa Hutchins

Procurement Analyst (EHQ)

“Melisa has always been quick, efficient and diligent in her role of Logistics Clerk. Beyond that, she also routinely steps up and helps other teams in the department with various activities – including running and analyzing operational reports, data and file management and even ordering office supplies for the department. Melisa was a great help to the Inventory team by acting as a Buyer and managing the overflow workload while also doing her regular job. She is a quick learner and at ease around computers, which helped her ramp up quickly and perform the role admirably, enabling smooth operations for the group.”



Capt. Neil Kliebert & Misty Kardaschow

Pilot & Passenger Services Agent (ORD)

“Neil witnessed an elderly passenger fall on the escalator located at G11. He, along with gate agent Misty Kardaschow, tended to the passenger, who was bleeding profusely. The paramedics said if it hadn’t been for their actions, the passenger could have bled to death.”

Neil was nominated by another coworker for his positive attitude and dedication to customer service.

Capt. Joseph Krejnik

Pilot (ORD)

“I have worked with this Captain over and over and he is literally the best! He goes out of his way to help passengers and crew. He has helped work Valet bags for passengers, he even ran to get a bag of ice for me when the catering vendor had forgotten. He is extremely kind and so easy to work with. It is such a HONOR to know and work with him. I have never seen a Captain like him – truly committed to helping passengers and coworkers – and yet so humble.”



Capt. Thomas Leisek

Pilot (DFW)

“Tom is an excellent pilot, who not only has great stick and rudder skills, but great people skills. Over the course of a four-day trip, he fostered great crew – consistently asking for our input, and making an effort to get to know his crew. When we had an engine failure after takeoff and time was limited, the team dynamic he had created helped us cope with the emergency more effectively. He is a great airman and friend and I can’t think of any captain I have flown with over the last five years who is more deserving.”



Al Maldonado

Flight Attendant (ORD)

“The reason I am sending this to you is to identify one of the finest employees I have ever had the pleasure to work a flight with. His name is Alfred Maldonado, an IOE Flight Attendant Instructor. Al is a professional in every sense of the word. He walks the walk, talks the talk, looks perfect, and is a model of the perfect crewmember. He teaches new flight attendants and he does it with endless energy. He has a permanent smile on his face and the passengers love it, as do his coworkers. Many of us at Envoy value working for the winning team. When I am flying with Al I get that exact feeling – that I am on the winning team.”

Patricia Martinez-Soza

Flight Attendant (ORD)

“Patricia is an amazing person who goes above and beyond to reach out and assist customers, as well as her fellow employees. She has received multiple commendations from passengers complimenting her service. Her fellow employees – pilots, flight attendants, gate agents and rampers – all know her and remember her because she is such a pleasure to work with. I believe she is an above average employee and so do a lot of her coworkers. She deserves the award!”



Eugene “Gene” Minnick

Maintenance Records Supervisor (ABI)

“When we recently had two airplanes returned to us, our maintenance computer system was not ready for this short notice event. It was not clear what maintenance tasks needed to be accomplished to reintroduce these airplanes into Envoy’s fleet. In order to overcome these challenges and provide the maintenance department with an accurate scope of work and exact times and cycles for the components, Gene worked with his team 11 long days - straight through the weekend - to provide a finished product to the maintenance organization. His efforts significantly contributed to Envoy being able to return these airplanes to the AAG fleet one week ahead of time.”



Daniel Montalvo

Fleet Service Crew Chief (DFW)

“Mr. Montalvo takes ownership of every project and brings structure to any task that is given to him. He was instrumental in the development and maintenance of the Deicing Program at DFW, where we acquired 18 new global deicing trucks. He guided the project from planning – through implementation – to success. No matter what assignment he is given, he will do extremely well. I am confident that he would excel at any job – even mine!”

Noemi Moreno

Manager, Drug & Alcohol Program (EHQ)

“Noemi is a true team leader who always strives to build positive relationships across all job categories in her 24/7 role as a trusted subject matter expert for all drug & alcohol related issues. She has successfully managed multiple contract negotiations and added department responsibilities with grace, confidence and humility. And at the same time, she continuously exudes a gentle and calm demeanor that inspires everyone around her. Noemi has also been an invaluable member of Envoy’s HR Transformation Project, collaborating with peers to help the People Services department improve the employee experience at Envoy.”



Barbara Noga

Station Agent (CRP)

“Barbara is thorough, kind and always explains procedure when we cannot accommodate a passenger. She exemplifies the true meaning of customer service and manages to remember returning passengers’ names, even with all of her other responsibilities at our station. We are honored to work with such a courageous and dedicated person, able to overcome all challenges – and who has built such great relationships with our passengers.”

Abacuc Ortiz

Flight Dispatcher (SOC)

“Abacuc has been assisting with our dispatch training department for several years now. The word ‘no’ does not exist in his vocabulary when it comes to teaching our new hires and recurrent classes. He knows our manuals inside out, and is constantly researching on his own time to better explain our regulations. His professionalism has earned him great respect with the FAA, making our relationship easier. Abacuc is very approachable when it comes to questions regarding our everyday operation and is always willing to lend a hand to his coworkers when he is working the floor. When thinking of a self-motivated, exemplary employee, I think of Abacuc.”



Marianne Padua Frianeza

Airport Services Supervisor (ORD)

“She is always there to help agents and passengers and always has a positive attitude. She goes out her way for everyone and treats everyone with respect. She not only goes above and beyond for our passengers, but is always willing to help us, as employees. I’ve seen her offer to buy lunch for passengers who don’t have money, or help employees who are having a really bad time. Marianne tries to help, no matter what section she has been assigned to – and everyone always turns to her for help and advice.”



Jermaine Parker

Passenger Services Agent (LGA)

“Jermaine Parker has a ‘contagious smile,’ and he’s keeping up the great work. One customer recently commended Jermaine for keeping them informed during a weather-related delay. In an Above & Beyond nomination, the customer wrote ‘Jermaine was honest and kept us updated regarding our flight status and was very positive and kind. Please pass along my thanks!’”

Christopher Perez

Aircraft Maintenance Technician (ORD)

“Chris is an aircraft mechanic, but his roles extend far beyond that. As the former Manager on Duty in Chicago he has always made himself available 24/7 to assist in any way. He is reachable day or night and on weekends and always returns calls and emails. Chris has always been my ‘go-to’ guy to solve problems and I know other managers have expressed the same thing. I honestly believe Chris wants to help make a difference in our operations and understands how important it is that we, as a company, provide our vendors with the ability to fulfill their contracts with as few complications as possible.”



Richard Pettigrew

Flight Attendant (DFW)

“Richard Pettigrew shows how much he cares about providing great customer service and making every flight special. Richard is always smiling and customers write that he seems to really enjoy his job. A very grateful mother shared, ‘It had been one of those days – traveling with a toddler who had skipped her nap and was not in the mood to be bargained with. Then, as we boarded the flight, this wonderful man appeared. Richard charmed her from the very beginning. He had me in tears when he came to her with apple juice as a pre-flight drink. This lovely man went above and beyond to take care of us.’”



Wendell Ramirez

Fleet Service Clerk (MIA)

“Wendell always goes out of his way to help other employees and customers. He is in a category of his own – in his quarter century of service, he has never taken a sick day or been late. Wendell is constantly volunteering, even without being asked, to help make the Miami ramp shine. Whether it’s going in search of missing bag carts, setting up and maintaining employee break areas, or boosting the morale of everyone he comes in contact with, he has been a shining star for his career.”

Keith Randle

Ramp Operations Supervisor (ORD)

“I found myself at odds with Mr. Randle over an issue with one of my flights. In this interaction, I have to admit, I behaved in a ‘less than professional’ manner. The way in which Mr. Randle handled the situation, my concerns, and my communication style was what every supervisor should strive for. He was able to communicate his intentions and thoughts to me, while deflecting a poor attitude from me. Mr. Randle showed me that day that great supervisors exist at this airline. I appreciate his candor, his understanding, and his patience. Mr. Randle is a great asset to our airline.”



Jose Redondo Raffo

Flight Attendant (DFW)

“Jose is not only an excellent flight attendant with our customers, but an amazing human being. His volunteer work extends to several countries in Central and South America as well as the Caribbean, mainly in Haiti. He is a leader on the Airline Ambassadors International organization, to which he dedicates most of his free time. Jose has received multiple accolades from passengers and peers alike. He is always willing to go the extra mile and take care of both passengers and coworkers. He graduated from the University of Puerto Rico with a degree in Arts in Languages and speaks six languages.”

Skyler Reynolds

Lead Station Agent (MAF)

“Skyler receives numerous customer compliments – including two in less than 48 hours. One customer said, ‘Skyler@Midland TX went above and beyond for the flights departing today. He worked hard to get us out,’ while another customer added ‘We love Skyler in Midland. He is solving all y’all’s problems!’ A fellow non-rev also commended him, saying ‘If this was a normal day for him, Midland has a rising star!’”



Dane Watson

Aircraft Maintenance Technician (DFW)

"I have known and worked with Mr. Watson for 16 years. Dane always provides excellent assistance to maintenance – he is a team player and offers assistance even if the task is not his specialty. Dane understands the importance of flights leaving on time and he performs all tasks in timely manner. It is individuals like Mr. Watson who make the difference and are the reason for our company's success. Mr. Watson definitely deserves a President's Award."



Erika Zavala Rodriguez

Operations Planning Agent (DFW)

"Erika is extremely cooperative – always willing to help others. She works hard every day and is dedicated to the company. Every time any of her coworkers gets sick or has a family situation, she accepts almost every request to pick up shifts. She never gets frustrated or looks tired – even in the most challenging situations in the operation she maintains a positive attitude. She always does her job well and always gives her best performance. Her entire tower team at DFW believes she has an excellent work ethic and commitment to teamwork."

