



President's Award Winner Ivanna Taylor

Piedmont Ground Handling



Nomination #1: Ivanna, is always willing to step up and assist when and wherever needed. She is our standby supervisor and TDY for the islands during the summer. She continues to be one of our trainers and helps us grow as a station. The knowledge she has retained over the last 9 years allows each of us to become better agents. Ivanna is the staff member called to help other stations when in need.

Nomination #2: Ivanna continues year after year to go above and beyond in all that she does at Piedmont. On the station level she is an example to her peers, she is a leader and fills in anytime we need sup coverage. She is a trainer in most areas ATW and BTW, she leads by doing and always does the right thing. For Piedmont as a whole, she has probably done more TDY than 99% of agents in the company, she has helped in countless stations and is always willing to take a last-minute assignment. She has helped in many stations that needed trainers or sup coverage.

Ivanna has trained almost all of our new hires in one area or another, she is always willing to do what is needed for the benefit of the team. Last year she went to a station

that was really struggling and assisted with training and support while hiring new leadership. She has always received wonderful feedback from agents and management, I can't think of anyone more deserving that I have worked with in the last 10 years.

Nomination #3: Ivanna Taylor has consistently demonstrated exceptional dedication and commitment to Piedmont. Over her 10 years with the company, she has proven herself to be one of the most dependable, knowledgeable, and compassionate employees on our team. Ivanna goes above and beyond her role every day, whether it's ensuring customers receive the best possible experience or stepping in to help coworkers without hesitation. She always has a smile on her face. She takes great pride in her work, always striving to find solutions rather than waiting for direction. If someone needs clarification, Ivanna is the first to provide the policy or guidance, ensuring our team operates efficiently and accurately. Her professionalism, confidence, and willingness to help others set the standard for what it means to be a part of the Piedmont family. Ivanna truly embodies our values of caring, compliance, communication, and community.

Ivanna's leadership and teamwork have had a lasting impact on both our operation and team morale. As a fill-in supervisor, she consistently steps up when needed, keeping the station running smoothly and supporting her coworkers with fairness, clear communication and positivity. Her ability to lead by example fosters trust and motivates others to perform their best. One example that stands out is how Ivanna often assists new hires and even experienced agents with policy questions and training. She takes the time to explain things thoroughly and ensures everyone has the tools they need to succeed. This has directly improved our team's efficiency and compliance scores, while also strengthening our sense of teamwork and confidence on the ramp and at the counter/gate. Ivanna's genuine care for people, her attention to detail and her commitment to doing what's right make her an invaluable part of Piedmont. Her presence elevates everyone around her and she continues to make a positive lasting impact every single day.

