2020 ARDA Award Winners

ACE Division

ACE Lifetime Achievement Award:
John and Marcia Rowley, ICE

Category 1: ACE Philanthropy & Customer Service
Victoria’s Voice
David Siegel, Westgate Resorts

Category 2: ACE Innovator
Wyndham Destinations Journey, Customer Relationship Management Platform
Wyndham Destinations

Category 3: ACE Employee of the Year
Chris Jhang, Welk Resorts

Category 4: Employer of the Year
Diamond Resorts

Category 5: ACE Project of Excellence
The Grand Colorado on Peak 8
Breckenridge Grand Vacations
Category 6: ACE Emerging Leader
Andres Mosquera
Wyndham Destinations

Category 7: ACE Excellence in Customer Service
Disney Vacation Club

Marketing & Sales Division

Category 8: Marketing Management Leader
Denise Peterson
Holiday Inn Club Vacations

Category 9: Marketing Team: Large Developer
Myrtle Beach In-House Marketing Team
Hilton Grand Vacations

Category 9: Marketing Team: Small Developer
Marketing Team
VRI Americas

Category 10: Marketing Individual
Erik Short
Hilton Grand Vacations

Category 11: Marketing Programs: Developer
American Idol Aulani Production
Disney Vacation Club

Category 11: Marketing Programs: Industry Partner
Travel Agency Resort BOGO
ICE

Category 12: Sales Management Leader: Large Developer
Nestor Alvarez
Hilton Grand Vacations

Category 12: Sales Management Leader: Small Developer
Gideon Hess
Welk Resorts

Category 13: Salesperson: In House: Large Developer
Tabrion Leverette
Wyndham Destinations

**Category 13: Salesperson: In House: Small Developer**  
Michael Rowley  
Breckenridge Grand Vacations

**Category 14: Salesperson: Traditional Line: Large Developer**  
Ashley Mueller  
Wyndham Destinations

**Category 14: Salesperson: Traditional Line: Small Developer**  
Matt Spitalny  
Breckenridge Grand Vacations

**Category 15: Salesperson: Specialty Sales: This category was not judged due to limited entries.**

**Category 16: Sales Team**  
Hilton Club NY In-House Sales Team  
Hilton Grand Vacations

**Category 17: Sales Verification Loan Officer/Quality Assurance Officer**  
Christie Lee.  
Wyndham Destinations

**Category 18: Sales Trainer/Training Team: This category was not judged due to limited entries.**

**Category 19: Sales Training Program**  
Diamond Marketing Mentorship Program  
Diamond Resorts

**Management and Administration Division**

**Category 20: Business Administration or Operations Team Member**  
Katherine Reyes  
Wyndham Destinations

**Category 20: Business Administration or Operations Team**  
Portfolio Services Team  
Hilton Grand Vacations

**Category 21: Business Administration Manager or Team Leader**
Andrea Bertuccini
Hilton Grand Vacations

Category 22: Legal and Regulatory Team Member or Manager: This category was not judged due to limited entries.

Category 23: Legal and Regulatory Team Leader: This category was not judged due to limited entries.

Category 24: Owner/Customer Relations Team Member
Emma Nixon
Diamond Resorts

Category 25: Owner/Customer Relations Team
Owner Onboarding Specialist Program Team
Wyndham Destinations

Category 26: Inventory Revenue Management Manager
Elizabeth West
Hilton Grand Vacations

Category 26: Inventory Revenue Management Team
Extra Holidays
Wyndham Destinations

Category 27: Inventory Management Program: Large Developer
Inventory Optimization
Wyndham Destinations

Category 27: Inventory Management Program: Small Developer
Inventory and Revenue Management Program
Welk Resorts

Category 28: Communications/PR Professional or Team
Brand Publicity Team
Wyndham Destinations

Category 29: This category was not judged due to limited entries.

Category 30: This category was not judged due to limited entries.

Category 31: Corporate Social Responsibility Program: Developer
WYND Full Circle
Wyndham Destinations
Category 31: Corporate Social Responsibility Program: Industry Partner
Corporate Social Responsibility Program
ICE

Category 32: This category was not judged due to limited entries.

Category 33: Human Resources Professional: Developer
Katherine Ireland
Wyndham Destinations

Category 33: Human Resources Professional: Industry Partner
Sally Martinez
MasterCorp

Category 34: Human Resources Team
Academy of Learning Development (ALD) Team
Holiday Inn Club Vacations

Category 35: Human Resources Recruiting Manager
Diana Ulichny
Marriott Vacations Worldwide

Category 35: Human Resources Recruiting Team
"More Like You" Associate Referral Program Team
Wyndham Destinations

Category 36: Training and Development Manager
Elaine Plasse
Grand Pacific Resorts

Category 36: Training and Development Team
Organizational Development (OD) Team
Holiday Inn Club Vacations

Category 37: Call Center Individual
Nicola Dow
Diamond Resorts

Category 37: Call Center Team
First Call Resolution Team
ICE

Category 38: Technology Project Manager
Tony Alvarez
Holiday Inn Club Vacations

Category 38: Technology Project Team
Interval International App Team
Interval International

Category 39: Technology Project at Resort or Corporate Office
Owner Account Manager Website
Westgate Resorts

Category 40: Activities Program Manager
Lisa Jenkins
Diamond Resorts

Category 41: Activities Program
Disney’s Riviera Resort
Disney Vacation Club

Category 42: Safety/Security Manager
Ivan Melians
Hilton Grand Vacations

Category 42: Safety/Security Team
Desert Club Resort Security Team
Holiday Inn Club Vacations

Category 43: Resort General Manager: Large Developer
Carlos Brador
Westgate Resorts

Category 43: Resort General Manager: Small or Medium Developer
Lindsay Reinwand
Breckenridge Grand Vacations

Category 44: Resort Assistant Manager
Iteisha McCants
Hilton Grand Vacations

Category 45: Resort Department Manager: Large Developer
Michele Barriere
Wyndham Destinations
Category 45: Resort Department Manager: Small or Medium Developer
Joshua Perry
Bluegreen Vacations

Category 46: Resort Operations Team Member
Oscar Martinez
Bluegreen Vacations

Category 46: Resort Operations Team
Grand Impact Team
Hilton Grand Vacations

Category 47: Maintenance Team Member
Josh Reynolds
Diamond Resorts

Category 48: Housekeeping Manager
Mark Schonau
MasterCorp

Category 49: Housekeeping Team Member
Zaida Perez-Solorzano
Holiday Inn Club Vacations

Advertising Promotion & Communication Division

Category 50: Logo Design
DASSK Logo
Brand Tango

Category 51: Newsletter
The Vacationer
Diamond Resorts

Category 52: Digital Magazine
UVC Spring/Summer Magazine
Brand Tango

Category 53: Print Magazine
Asia Pacific Club Wyndham Magazine
Wyndham Destinations

Category 54: Integrated Marketing Campaign or Program
Category 55: Multimedia Asset
Moments with Diamond
Diamond Resorts

Category 56: Digital Sales Film
“This is WorldMark St. George” Vacation Inspiration Video
Wyndham Destinations

Category 57: Digital Products: This category was not judged due to limited entries.

Category 58: Sales Technology Materials
VRI Headset Tours at Sales Centers
Diamond Resorts

Category 59: Website
UVC Website
Brand Tango

Category 60: Special Event: Owner or Guest Event
Falladays
Holiday Inn Club Vacations

Category 61: Special Event: Sales Team/Individual Incentive or Recognition Program
Champions Club
Diamond Resorts

Category 62: Special Event: Employee Recognition Program or Event (Non Sales)
Vision and Pillar Awards
Hilton Grand Vacations

Category 63: Employee Engagement Campaign
“SPARK” Idea and Innovation Platform
RCI

Category 64: Owner/Guest/Customer Engagement Campaign
Vacation Point of View Photo Contest
Wyndham Destinations

Category 65: Sales Collateral Material
BGV Printed Member Kit
Brand Tango
Category 66: Social Media Campaign
“Gift of Time” Campaign
Hilton Grand Vacations

Resort Design Division

Category 67: Resort Architecture
WorldMark Portland Waterfront Park
Wyndham Destinations

Category 68: Interior Design
The Residences
Hilton Grand Vacations

Category 69: Refurbishment: Unit
Karma Apsara
Karma Group

Category 70: Refurbishment: Common Area
Embarc Sandestin Lobby Renovation
Diamond Resorts

Category 71: Refurbishment HOA
The Lodge Alley Inn
Bluegreen Vacations

Category 72: Amenities: Traditional
The Cliffs at Long Creek Lodge
Bluegreen Vacations

Category 73: This category was not judged due to low entries.

Category 74: Sales Center
Nashville Off Site Sales Facility
Wyndham Destinations

Category 75: Construction/Design Team or Project Manager
Aaron Maune & Sarah Herman
Resort Management Group