



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

Falladays
Holiday Inn Club Vacations

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