

JANUARY 2024

Nomination Letter

Maria Bosco | Aim High

“Maria Bosco embodies our Aim High value with unwavering dedication, leadership, and a relentless pursuit of excellence. Her impact has extended across the Customer Care team and our valued customers.

Maria doesn't settle for 'good enough.' She holds her team to the highest standards, ensuring that our homeowners receive outstanding service. For two years running, her team has not only met but exceeded KPI targets — a testament to her exceptional leadership and coaching skills. Her commitment to nurturing new talent is equally impressive. In December, she happily volunteered to take on a team of OJT associates. Just one month later they are nearing Tier II performance levels. This is a clear reflection of her exceptional development skills and their remarkable progress.

This dedication extends beyond her core team. She regularly coaches associates on other teams and mentors new managers. One notable practice is her daily recognition of associates who receive positive NPS surveys. Her inclusive approach fosters a sense of unity and shared success among all associates. She also is a go-to person for events like Customer Service Appreciation Week and motivational activities, injecting positivity and engagement into the work environment.

Maria Bosco is the epitome of our company values. Her tireless contributions and immeasurable impact make her a clear choice for the Aim High award. With confidence, I wholeheartedly recommend her for this well-deserved honor, and we are grateful for the positive influence she brings to our team and organization.”

— Karen Middleton, Operations Manager

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“Maria is beyond a co-worker as she is exceptional at driving positivity throughout each day. This is a daily thing no matter where the day takes us as a company. When times are hard and we must make changes, she is one to be optimistic and keep us looking at the bigger picture to achieve greatness. The rapport she has with her team is infectious in a manner that uplifts other managers to do better in their own way. Nothing can compare to the drive she has to do her job and Aim High in every aspect of the workplace”

— Marvin Edmonds

“Maria always Aim High in every task and challenge she encounters. She embraces the matter with curiosity and a passion to do well. One special human power Maria possesses that enhances her ambition to Aim High is building rapport during her interactions with associates, vendors, and clients. The motivation she brings in her approach is contagious that impacts her direct team and colleagues in a positive manner. With Maria using her emotional intelligence, she always seeks to foster a healthy work environment. When I see and hear our value Aim High, it’s impossible for me to not reflect on Maria’s personality and superb management tactics.”

— Isaiah Victor

“Hard worker, kind, approachable”

— Kathleen Milazzo