

OREP Service Excellence Winner 2025

Mike Green, Planning & Budget

Mike Green is widely recognized as the “go-to” person when analytics teams encounter challenges—whether those challenges are technical in nature, arise from staff transitions, or involve urgent data issues. In moments when others are at a loss, Mike is the person people call. His calm, knowledgeable, and generous presence makes him indispensable. He has built strong and lasting relationships with teams across the three campuses and he is deeply trusted not only for his technical expertise but for his collaborative spirit and unwavering kindness.



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Amanda Chapman, Spaces & Experiences

Amanda's outstanding performance in managing the administration of the culinary department is truly impressive. She effectively oversees the daily operations of our administrative systems, maintaining numerous menus and thousands of ingredient items, ensuring that our students have access to the information they need to verify their dietary requirements. Additionally, she expertly coordinates the distribution of food across campus. Her ability to handle the logistics of delivering hundreds of catered events each year is nothing short of remarkable.

Amanda is the primary support for our chefs, ensuring that all culinary team members have the necessary ingredients and tools to execute their programs. Amanda's dedication to providing outstanding service consistently sets a high standard for her colleagues and significantly contributes to the overall success of our culinary operations.



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Aisalyn Templin, Spaces & Experiences

Aisalyn Templin has made outstanding contributions as the Administration and Communications Assistant at Chestnut Residence over the past nine years, consistently demonstrating an unwavering commitment to excellence, and bringing a positive and can-do attitude to every task. Whether it's mastering a new skill, organizing teambuilding events, or launching targeted communication campaigns to better connect with students, Aisalyn approaches each challenge with enthusiasm and determination. Her empathy and dedication shine through in her daily interactions with students. Aisalyn is a trusted and approachable presence in the Residence Life Office, ensuring student concerns are heard and addressed promptly, always striving to create an inclusive and responsive environment.

Aisalyn also plays an integral role on the Staff Appreciation Committee, contributing to the planning and execution of initiatives that strengthen staff engagement. Aisalyn's dedication to student service, team engagement, continuous improvement and genuine care for those around her embody the spirit of the OREP Service Excellence Award.



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Amy (Maria) Javier, Spaces & experiences

Amy (Maria) Javier does exemplary work in the front-line service role of Housing Admissions Assistant with University Family Housing. Amy actively works with both the wider University Family Housing team and applicants to get as many student families housed as possible every month. Her strategic thinking and foresight allow our team to anticipate future availability trends while simultaneously accommodating current applicant needs. As a longstanding member of the team, Amy also plays an integral role in welcoming new team members and bringing them up to speed on the many unique aspects of our operation. As a team member, she is quick to bring levity to challenging moments and joy to a room. She brings this same personal touch to ensuring students have the information and resources that they need to understand their housing options and the application process. Amy is a joy to work with and a very deserving recipient of the OREP Service Excellence Award!



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Tyler Watson, Spaces & Experiences

Tyler works tirelessly and effectively to develop the back-end programming for Food Services Meal Plans and the Mobile App platform. He also works with S&E Finance to develop meal plan balance and spend reports and administers forfeiture and carryover data reports for financial reporting, and many other tasks that are not in the forefront of our awareness, but vital to our operations.

Tyler's work has direct positive impact on the entire Food Services team. He can take very aspirational ideas and make them work. He designed the programming structure for the new Access Meal Plans, including all the associated "use rules", and the new Campus Flex Dollars. Although these tasks are part of his role, his dedication to creatively figuring out how to achieve an ask greatly benefits the leadership and operational teams. Tyler also advises on what we cannot do...or shouldn't do, including the impacts of a programming decision or ask. His willingness to managing leaders' expectations is appreciated, and vital in managing risk.



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Evelyn Casquenette, University Planning, UPDC

Evelyn joined the University over 8 years ago as Planner in the University Planning department, in 2019 promoted to senior planner and in 2023 to associate director. Through this time, she has consistently exemplified exceptional performance in all of her roles.

Evelyn has advanced some of the most complex capital projects on the St. George campus including: Woodsworth Academic Building, Fitzgerald Building, Schwartz Reisman Innovation Campus West & East, 90 Queen's Park and the Temerty Building.

She fosters a collaborative environment as a mentor and colleague, excels in developing relationships across faculty, staff, students and external partners and simply, is a pleasure to work with!

Her deep institutional knowledge, continuous striving for innovation and excellence, and her profound commitment to the betterment of the University are unshakeable.

Thank you, Evelyn!



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Chris Kennelly, Campus Safety

Special Constable Chris Kennelly is a dedicated member of Campus Safety, known for his initiative, mentorship and collaborative approach. Chris plays a key role in training and supporting new recruits and works closely with colleagues on safety initiatives, including emergency phone checks and fleet management. Dedicated to serving the community, he takes professional development courses on his own initiative and contributes to charitable efforts, helping organize annual fundraising activities. His colleagues respect his calm leadership, problem-solving skills and strong commitment to the university community. His professionalism and support make him a valued member of the Campus Safety team.



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John Crump, Trade Services

For more than 35 years, John Crump has brought skill, dedication and good humour to his work in the sheet metal shop with Facilities & Services. As shop foreperson, he leads with a service-oriented approach—coordinating requests, supporting capital projects and ensuring high-quality repairs. Crump is known for his steady supervisory support and hands-on problem-solving, including a custom filtration system he and his team designed at the Aerospace Building. He values teamwork and takes pride in mentoring his crew. With a calm presence and strong work ethic, Crump is a respected and trusted member of the F&S team.



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Royce Kim, Utilities and Building Operations

Royce Kim, Engineer A at the Central Plant, is recognized for his outstanding contributions and dedication to Facilities & Services. Known for his steady work ethic and calm leadership, Royce showed exceptional initiative during recent transitions at the Central Plant, helping to maintain stability and support for his team. He consistently demonstrates excellence in job performance, supporting essential operations with a calm, solutions-focused approach. A natural mentor, Royce shares his knowledge generously and helps foster a collaborative, supportive work environment. Through his initiative, teamwork and commitment to service, Royce continues to be a trusted and highly valued member of the Facilities & Services team.



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Sonia Pimentel, Caretaking

For nearly 16 years, Sonia has been a steady presence across multiple buildings with Facilities & Services' Caretaking team. At Anthropology, clients speak highly of her reliability, professionalism and the pride she brings to her work. Sonia consistently goes above and beyond—taking initiative, resolving issues quickly and maintaining safe, spotless spaces with a strong sense of responsibility. She works well with colleagues and supervisors and is quick to report safety concerns or building deficiencies. Known for her quiet dedication and consistent performance, Sonia is one of the department's most dependable and respected team members.



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Zoran Djurevski, F&S IT Services (ZOH-rahn Dju-REV-ski)

Zoran is a proactive and self-sufficient team member who brings a calm, friendly sense of humour to every task. Known for his strong commitment to user support, he consistently delivers reliable service with minimal supervision. Over the past year, he has completed multiple projects involving graphic enhancements to the Enterprise Management and Reporting System (EMRS) and the Enterprise Business Integrator (EBI) system, while also resolving performance issues across both platforms. In more complex cases, he works closely with internal control technicians and external consultants to identify effective solutions. Zoran also recently applied key security patches, fixes, and enhancements to more than 20 servers, demonstrating his technical skill and dedication to system stability and performance.



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Jose Manuel Lopez Lujan, ITS

Jose developed a transformative suite of AI-powered assistants, reshaping our knowledge access, support workflows, and modernizing our services. He elevated productivity across support operations through a secure, scalable AI-enabled solution. His initiative yielded measurable improvements in service response times and productivity. He worked across teams, ensuring alignment, safety, and success.

EISgpt is integral to how we work. Staff estimate it saves 2-3 hours each time it's used. It's an example of responsible AI adoption, blending operational insight with innovative thinking. Jose embodies spirit of the "A Team" — a leader whose dedication, creativity, and collaborative mindset made this success possible.



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Magdalene Osei, ITS

Maddie's work transformed our cybersecurity presence through the complete overhaul of the Information Security website. This involved leading a complex, multi-team effort, including design, content strategy, and technical development. She drove the initiative from concept to execution.

She pioneered student engagement, reaching 20+ classrooms with talks, organizing booths during orientation, and collaborating with faculty to embed security awareness in the student experience. She orchestrated a Capture the Flag event reaching 2,400 participants.

She built bridges across teams, from content creators and developers to faculty and student clubs, to deliver impactful security initiatives. Her work exemplifies leadership through collaboration and creativity.

