

Technical Leadership:

This year we implemented for the first time straight through processing of return of funds investigations which automates approximately 50% of all returns. Darryl was instrumental in this initiative by executing the user acceptance testing to ensure the payments being automated were correct, and the actions of the system were appropriate. Using his expertise in investigations he was able to flush out a number of defects and improve the quality of the release such that there were no unexpected surprises in what was an overall risky endeavor. This was completed over the course of several weeks in total, all while maintaining his regular daily investigation duties. Thank you Darryl for a job well done!

Glenn Hill | Sr. Business Operations Analyst, DMC | Payments Processing & Operations Centre

I would like to support the nomination of Darryl Gabriel for the 2014 Q1 RBC performance award based on his commitment and dedication to various PPOC initiatives (update to PPOC SharePoint site and our representative on the Wellington Square move committee). Darryl was able to juggle his responsibilities as a Wire Payments Investigator and work collaboratively with his peers to assist in the success of these initiatives. Darryl has provided exceptional customer service and is often called upon to assist his colleagues with any urgent requests. Darryl is usually the go to guy to assist in the resending of emails that are rejected by Intellitracs. Sometimes, this task is no easy feat. Darryl is a great team player and is well deserving of this recognition.

Brian Hill Wire Payment Investigation Officer

It is with great pleasure that I have the opportunity to assist with this nomination for my co-worker Darryl Gabriel.

Darryl has assisted the team with technical issues on many occasions, and has done a tremendous job with the setup of our 'New Payment Investigation SharePoint Site'

Not only has Darryl assisted the team with Technical issues and the setup of our share Point site, he has also taken time to provide guidance and training to the team.

Darryl has a very pleasant disposition, and he will drop whatever he is doing in order to provide assistance whenever possible.

I believe Darryl is more than deserving of a Royal Performance Nomination.

Valerie Clayton – Wire Payment Investigations Officer

Darryl Gabriel has been a great source of support for our group. His IT and Wire Investigations knowledge has resulted in our group processing our case investigations in a more timely manner ;saving RBC costs and providing even better service to our clients.

David Grant Wire Payment Investigation Officer

Crisis Management:

One example I would like to relay is a situation that occurred on December 31, when an unhappy client contacted our help desk in relation to a payment that we routed incorrectly. Due to the timing of this payment, their books would have been out for their end-of-year reconciliations. I required speedy and accurate assistance in rectifying this situation for our client, so I naturally contacted Darryl, who was more than willing to oblige. Before the end of the day, the funds were reversed from their incorrect destination, and returned to our client's account. Needless to say, even though it was an RBC error, the clients were pleased with the efficiency and speed with which it was corrected, and this was due in most part to the sense of urgency, and willingness to help, displayed by Darryl.

The attributes I described above, both in his day-to-day work, and in the specific occasion I recounted, make Darryl a more-than-deserving candidate for a Royal Performance Nomination. He continues to make my job easier by fielding my inquiries and helping provide clarification, and I hope that this nomination results in a Royal Performance award for him

Thanks,

Nabil Shenauda Client Service Representative

Darryl works the late shift as an Wire Payment Investigation Officer, a role which is already highly challenged often times becomes even more challenging due to request to action high value/high risk cases in order to meet cut off times for payments and messages being delivered to different global time zones. This can be request to recall fraudulent payments, process high value return of funds to a client or another FI or send out urgent amendments to a wire payment. Darryl is usually the first to be called upon by Wires Helpdesk, CSFI Help Desk, Payments processing to urgently action a case or provide assistance in resolving contentious client issues. This is done while at the same time ensuring the other investigation queues and generic mailboxes are being monitored for high value/high risk items

Rayan Mgr Investigations

Project Management:

Darryl was an instrumental part of the Wellington Square Move Team within Payments. He was not afraid to roll up his sleeves and go above and beyond his usual duties to ensure success in the project. Darryl was a valuable player during the planning and preparation phases and was very proactive in highlighting and addressing business-side concerns that may have otherwise been missed. He is very diligent and thorough in his work and routinely completes tasks way ahead of deadlines. I am truly grateful for his help and would gladly welcome Darryl on-board for future projects.

Thanks,

James Capitain | Manager, Operations Services | Database Management & Control Team | Enterprise Operations & Payments

Would like to nominate Darryl and thank him for his strong team building abilities. His efforts as liaison in our moving from 315 Front to Wellington Square is to be commended. He kept us aware by email and in meetings of all matters pertaining to the new building development, floor space designs and seating assignments. He encouraged questions and was instrumental in walking us through the actual moving process. This is but one of many examples I may give. On a day to day basis he will stop to assist with any question you may have exercising his good listening skills and patience.

David Grant Wire Payment Investigation Officer

Thank you for collaborating on...

My LSS project, it was done in a timely manner and allow me avoid any delay in the certification process.

Ildar Takhautdinov – Sanctions Analyst Payments Processing and Operations Center

The business definitely requires an individual such as Darryl because of his strive towards excellence and appreciation for his work and fellow colleagues. He is a generous individual who will do anything to assist you if you have any questions even if the work day is done, and if anyone has an issue, you can definitely rely on Darryl for assistance. Darryl is a dedicated individual who shares his knowledge with no limitation and looks for nothing in return and he was also part of the Move Champions and help us to move from 325 Front to Wellington Square without any issues.

Amul Desai | Relief/Training Officer | Payments Processing & Operations Centre

Team Collaboration:

Suzette Gumbs-Thomas – Wire Payment Investigation Officer

Darryl is the go to person when technical assistance is needed with our computers by our entire team and he is always willing to assist.

Recently Darryl has also provided information on how save regularly used web sites for our daily task to our desk top. This helped in easily accessing the most used sites during our daily tasks. Most recently Darryl has set up a new Share Point for our team which now includes a calendar where our daily schedule can be viewed. This is very helpful with work schedule. I strongly recommend that Darryl be considered for nomination this quarter as he portrays excellent Team Work and is always helpful in assisting our team with any technical challenges we encounter with our Computers.

You went above and beyond...

Thanks Darryl for always being there not only for me but for our clients as well. Your hard work and dedication are truly appreciated

Bradley Lovelace (Client Service Representative)

"I have had the pleasure of working with Darryl for a number of years now. Both Darryl and I work the later shift so I know if any assistance is required on a wire payment investigation, I can always depend on Darryl to assist. Darryl always has a pleasant attitude and consistently works with a sense of urgency, ensuring client service is top of mind. For these reasons, I fee Darryl is deserving an RBC Royal Performance quarterly award".

Ken Brown (Client Service Manager)

I can add that through-out my interactions with Darryl:

He is helpful and always willing to assist.

Whenever I was pressed by a client's request, I would reach out to him,

Without having to worry, knowing that I can confidently go back to the client with

A resolution or an expected time.

His team spirit & collaboration are what allows us to put our Client's First.

John Nasralla – EO&P

Bilingual Team Manager Cash Management Operations

As a senior member of the Wire Investigation team Darryl consistently demonstrates excellent service to our clients and service partners

He also exhibits excellent teamwork ,recently shown in his role as Move Champion helping to prepare our seamless move form 325 Front Street back to 180 Wellington Street. This quality is also seen in his willingness to update our PPOC Share Point site with documents as they become available in order to give us easy access to information when needed.

Darryl has a cheerful , quiet demeanour, positive attitude and is always ready to help out his colleagues as shown in his IT knowledge to fix any IT/Computer glitches in the Department. He truly embodies strong team spirit

Millie Maloney Wire Payment Verification Officer

