



SVB Award Winners Get Long-Awaited Night in the Spotlight



Joseph Ugalde
Internal Communications Content Manager

Published 11/15/2022

SVB's Annual Awards program recognizes our most exceptional team members for the work they've done to serve our organization, our clients and their communities through their expertise, responsiveness, and resiliency, while exemplifying SVB Values.

On the night of September 29, after two years of COVID-19 related postponements, the wait was finally over and 33 SVBers accepted their awards for the 2019, 2020 and 2021 Innovation Award, the Peggy Bork Client Care Award and the Bill Biggerstaff Award.

The 2019, 2020 and 2021 Community Service, Core Values and Operational Excellence Awards were presented at an earlier ceremony that took place on May 26, 2022. Read a recap of that evening [here](#).

The gala once again took place at the Ritz Carlton in scenic Half Moon Bay, California, kicking off with a Welcome Reception and Gallery Walk for award recipients, their guests and Executive Committee members.



Bill Biggerstaff Award winner Steve Norfleet and Peggy Bork Client Care Award winner Jennifer Rosado enjoy the Welcome Reception.



Peggy Bork Client Care Award Winner Emily Nguyen finds herself on the Gallery Walk.

Presenting the SVB Innovation Awards, whose recipients are selected by a diverse group of peers, Chief Marketing and Strategy Officer Michelle Draper said “Each of these individuals brings a passion to their work every day. Where others see problems and get discouraged, they see possibilities and solutions. They have big ideas . . . AND they have follow-through. Their impact is real and lasting, noticed not just by a few people, but by everyone.”

Then, the festive crowd made their way into the ballroom for the awards dinner itself, hosted by SVB Awards program co-chairs Head of ADP Rachel Phillips and Head of Internal Communications Brendan Smith-Bentley.

In his welcoming remarks, SVB CEO Greg Becker commented, “There were times over

these last few years that it was hard to imagine us being able to be together. Tonight is about celebrating those people who contribute so much to SVB's culture and who propel the success of our company, and most importantly, our clients”



Innovation Award Winners with CEO Greg Becker: Vanessa Kuhlör, James Frankel, Lydia Kruse

Winners of the Peggy Bork Client Care Award are selected by their peers and are our clients' greatest allies and advocates. Presenting the awards, Silicon Valley Bank President Mike Descheneaux remarked, "Our people remain our primary differentiator. So many of our clients – our new clients, our longtime clients, our repeat clients who keep coming back – value the relationship they have with SVB above just about everything else."

Summarizing "the ingredients to our secret sauce" that these honorees bring to their work, Mike said, "Our winners tonight have a high emotional IQ. They put in the work to understand our clients. They celebrate their successes. They share in the disappointment. And they make every client feel like the most important client."

The final honorees of the night were the recipients of the Bill Biggerstaff Award, which is one of the highest honors an SBVer can get – our version of a lifetime achievement award.

Presenting the Bill Biggerstaff Award, Chief Credit Officer Marc Cadieux noted, “This award is different from any other award at SVB, in that its winners are nominated and selected by the Executive Committee. A winner of the Biggerstaff award is someone who has delivered a consistent and elevated body of work in the right way – the SVB way.

“The Bill Biggerstaff award is the highest honor the bank can bestow on one of its employees. It’s not just about what you do here at SVB or for how long. It’s more. It’s about HOW you’ve been doing it.”

After the ceremony, Brendan described the evening as “a night of heartfelt appreciation and smiles. Reconnecting with people we haven’t seen in years, and meeting new friends.”

SVB will begin the nomination process for the 2022 awards later in the fourth quarter of this year. Winners will be announced in the first quarter of 2023.

SVB Innovation Award

Peggy Bork Client Care Award

Bill Biggerstaff Award

Recognition for challenging convention to do Different and Challenge Convention to drive positive change.

2019

- Courtney Karnes

2020

- Vanessa Kuhlor

2021

- James Frankel
- Lydia Kruse

The Peggy Bork Client Care Award winners are recognized for their commitment to delivering the highest quality of client care through empathy and high-value solutions.

2019

- Ai Van Quach
- Stephanie Sier

2020

- Bellet Eliasnia
- Jennifer Rosado

2021

- Emily Nguyen
- Nir Agami
- Sara Rubenstein
- Paul O'Donnell
- Laurie Solano

This is the most prestigious SVB Award because it is in recognition of the highest level of excellence and contributions to SVB. Unlike other SVB Awards, recipients are determined solely through nominations and confirmation from the Executive Committee.

2019

- Jillana Downing
- Keith Hanley
- Rachel Phillips
- Steve Norfleet
- Susan Winter

2020

- Craig Robinson
- Jeff Strawn
- Karen Hon
- Lisa Singh
- Matt Trotter
- Mike Tramack

- Priya Rajan

2021

- Bob Neitz
- Efrat Turgeman
- Fiona Hsu
- Jim Watts
- Mark Thylin
- Melissa Stepanis
- Minh Le
- Steven Jo
- Teresa Li
- Tim Walsh

Recent News

Time On, Not Time Off

[Jan 12, 2023](#)

At SVB, we pride ourselves on getting involved in the communities where we live and work and supporting the causes that align with our values. SVB is a proud member of the Pledge 1% community, a movement that encourages businesses to make a giving c...

Reimagining Your Future with Chip Conley

[Jan 12, 2023](#)

In a new year and season, we often review our past (where we've been) and outline our future (where we want to go). What if we could turn our questions into a calling? On January 23, please join New York Times best-selling author Chip Conley and SVB...

Sales Exchange Podcast Season 2 Now Available

[Jan 11, 2023](#)

Kicking off 2023 with a bang, the second season of the Sales Exchange Podcast has officially launched, with 12 fast-paced episodes now available, addressing topics ranging from "How to Deal with Crypto Questions" to "Building Your Brand Online". Des...

US Healthcare Investments Remain Healthy Despite Downturn

[Jan 09, 2023](#)

On January 6, SVB released its annual Healthcare Investments and Exits report, taking a deep dive into the capital allocation trends driving the Healthcare and Life Sciences innovation space. The report also looks ahead to 2023, calling out critical...

2023 Wine Report to Launch with January 18 Virtual Event

[Jan 09, 2023](#)

The 22nd edition of the much-anticipated 2023 State of the U.S. Wine Industry Report will be released on Wednesday, January 18, when key findings from the report will be shared at a live, virtual event. Then: In the mid-1990s, SVB's Wine Repo...

Hot Jobs @ SVB Week of January 9

[Jan 09, 2023](#)

Be a Talent Magnet & Values Champion Below are just a few of the open positions at SVB. Find all job postings and more information on the SVB Jobs & Hiring site on The Source. 19563 Vice President II, Business Strategy & Support (Internal only) – Lo...

New SVB Badges Coming Soon

[Jan 06, 2023](#)

Throughout Q1, employees and contingent workers will receive new SVB badges. New badges are being

distributed due to card readers being replaced at SVB offices globally between now and April 2023. Your badge will be available for pick up at the fron...

[See All News](#)

Well Being & You: January Edition

Jan 06, 2023

Well-Being and You is your SVB source to take action on improving your and your family's well-being. Each month we bring you important updates on your total rewards at SVB. Announcements and Reminders: 2023 United Healthcare (UHC) ID Cards 2023 Heal...