Customer Service Agents (2009 Winter Shifts)

		Cycle 1	Cycle 2	Comments	Bid Times			
				Schedule Change Nov 1, 2009				
Lead Agent	**0500 - 1540**	**D. Ball**	**M. Woodiwiss**			1	**Woodiwiss**	*Mark*
based at Satellite Office						2	**Ball**	*Daniel*
MSF Agent (Raf / Cxf / Lnf / Carseat Inventory)	**0800 - 1840**			MSF function from 1330-1840	1000	1	**Dinelle**	*Timothy*
0800 - 1230 Domestic Front Counter					1005	2	**Baker**	*Gord*
1330 - 1840 MSF/LNF					1010	3	**McLelland**	*Greg*
					1015	4	**Hamilton**	*Donald*
Front Counter Agents					1020	5	**Langkamm**	*Walter*
Domestic	**0500 - 1540**			Lunch break covered by Lead	1025	6	**Robinson**	*Clancy*
Lead	0500 - 1540				1030	7	**Twells**	*John*
MSF Agent	0800 - 1230				1035	8	**Maguire**	*Patrick*
	1100 - 2140			Lunch break covered by MSF Agent	1040	9	**Mcleod**	*Cameron*
	1540 - 0220				1045	10	**Bradley**	*Michael*
Nov 1 – Dec 14, shift is 1620 – 0300	**1820 - 0500**				1050	11	**Kupser**	*Glen*
Nov 1 – Dec 14, shift is 1620 – 0300	2359 - 0500	Link O/B Agent			1055	12	**Gavini**	*John*
					1100	13	**Yi**	*Patricia*
					1105	14	**Mahil**	*Harbinder*
Customs	**0500 - 1540**				1110	15	**Powell**	*Brian*
	0500 - 1540				1115	16	**Walker**	*Blair*
	0700 - 1740				1120	17	**Aniceto**	*Roger*
	1430 - 0110			Assist Domestic after last flt of the day and all	1125	18	**Roling**	*Daniel*
	1430 - 0110			bags have been processed and cleared	1130	19	**Mattia**	*Dino*
					1135	20	**States**	*Barnaby*
No "same-time" breaks for O/B Agents, Please!					1140	21	**Chan**	*Andrew*
					1145	22	**Mansbridge**	*Mark*
Transborder O/B Agent	**0500 - 1540**			Responsible for rooting out potential bgge issues	1150	23	**Roach**	*Raymond*
US Holding room, Expedites & InFeed Bags				related to I/B cnx to USA flts using tools available	1155	24	**Mattia**	*Marco*
				such as BMS. Being proactive is an imperative	1200	25	**Pidwerbeski**	*Steve*
Outbound Agents				part of the job as required by Roland.	1205	26	**Davidson**	*Jack*
Link (incl DNS) and C34, Default lines	**0600 - 1640**				1210	27	**Thomas**	*Brenda*
Nov 1 – Dec 14, shift is 1620 – 0300	**1820 - 0500**				1215	28	**Buter**	*Pierre*
Domestic front counter 2359 – end of shift					1220	29	**Haraguchi**	*Tom*
Domestic North					1225	30	**Salhani**	*Dora*
(Default Lines 80 and 82)	**0500 - 1540**				1230	31	**Langdale**	*Chris*
	1500 - 0140				1235	32	**Robson**	*Ryan*
ITB / Transborder					1240	33	**Bosma**	*Anne*
1000 - 1430 ITB	**1000 - 2040**				1245	34	**Patel**	*Samiuddin*
1530 - 2040 Transborder O/B					1250	35	**Brown**	*Hugh*
					1255	36	**Nishi**	*Eric*
Spare / Relief								