I was hired as a PCAV again this year. Kellie Riccardi didn't make me feel welcomed when I started. She would refer to me as "hey you" or just say "hey" when she wanted to talk to me and that was IF she ever talked to me. She didn't care to really learn my name or have a purple attitude towards me like how Alex Harris did when I was a PCAV last year. Ashley Carter was my TL go to this year as a PCAV, she always greeted me every morning when she came in, she cared to know my name, and she genuinely cared about me, the other PCAVS and her team. Every morning she would come in with a positive attitude and she and Alex Harris always made themselves available to talk to if I had any questions or concerns.  
  
I have noticed Kellie being demanding of Ashley and a select few people on the team. Some team members would voice concerns about sla's and other tasks and the router and Kellie would brush it off and do it her way and she said she would take responsibility if any sla's were not met by her pushing the router so hard to be top priority. Kellie saw we had a lot of stop pays and cards that needed to be worked but again said the router was more important. A lot of team members were upset by this and went to Ashley Carter, Ashley then went to Kellie with the concern of sla's not being met on cards etc. She was told we need to work the router first so we continued to do that since in the beginning Kellie said if any sla's were missed it would be on her. I understand how important the router is but I know there can be a better way to do that and still meet our other task sla's. I know I am just a PCAV but maybe my perspective will help things change. The team I am on has tried multiple times to express concerns to Kellie and to have changes made but they are ignored. Ashley and Alex tried hard to get our ideas implemented but they were told no for reasons we don't know. Kellie does not care bout the need of the company or the feelings of employees. She will do things her way and that's it.  
  
Thank you Jon, I really hope you can make things better in operations. The atmosphere is so stressful and negative. It was not that way when Paige and Nate ran Operations last year when I was a PCAV. I embrace change but some things are handled the wrong way and I personally don't feel like my concerns, ideas, or myself matter.