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ADMINAWARDS®

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A CITY-WIDE CELEBRATION OF
ADMINISTRATIVE EXCELLENCE

THE FAIRMONT HOTEL
OCTOBER 4, 2019

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A LETTER FROM THE ADMIN AWARDS FOUNDER

The 2019 Dallas-Fort Worth Admin Awards marks the first time that two great cities are joining forces to recognize the one thing that they undeniably have in common: A community of extraordinary Administrative Professionals who contribute in endless ways to the success of organizations that call Dallas-Fort Worth home.

This year's Finalists and Winners raised the bar, once again, for what it means to be an extraordinary contributor in the administrative field. This community of Administrative Professionals succeed in providing tremendous value to their executives and organizations and remind us that the role of the modern-day Admin is as diverse in its duties as it is critical to an organization's ability to operate successfully.

As we continue our mission of bringing unbridled recognition of Administrative Professionals to cities across the U.S., we are deeply grateful to those that have taken the time to show their appreciation by participating in the nominations process. Without people that believe whole-heartedly in the tremendous impact an Administrative Professional can have on an organization, and take action behind that belief, there would be no Admin Awards.

One of those people was Herb Kelleher, Founder of Southwest Airlines. The very public and early example Herb set of what it meant to fully understand the value of an Administrative Professional paved the way for a program like the Admin Awards. At a time when the movie 9 to 5 was a reflection of the lack of appreciation and respect for Secretaries, Herb was busy promoting his Legal Secretary, Colleen Barrett, through the ranks at Southwest. With Herb's advocacy, Colleen's tremendous impact and phenomenal job performance ultimately earned her the role of President & COO of the Airline over the course of her five-decade career, demonstrating for all that the sky truly is the limit for those determined enough to reach for it.



The Admin Awards continues to be eternally grateful for the example set by Herb and Colleen of what a strong business partnership between an executive and Administrative Professional can accomplish. And we are honored by the opportunity to tell their story across the country through our program's most prestigious award, The Colleen Barrett Award for Administrative Excellence.

We congratulate all of the 2019 DFW Admin Awards Finalists and the nine Award Winners for upholding the incredible standard set by Colleen Barrett through her work at Southwest Airlines and thank you for a job so very well done.

With Boundless Gratitude,

Sunny Nunan
Founder, CEO & Proud Daughter of an Executive Secretary
Admin Awards

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Melinda Vail-Goodnight
Southwest Airlines

2019 JUDGES

Colleen Affeldt
Managing Director at RGT
Capital Management

Neeti Khaitan
Board Member, Aegis

Colleen Barrett
President Emeritus of
Southwest Airlines.

Denise Kuitunen
Retired, Executive Assistant

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Idara Reece
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Seema Dave
Research Manager
UT Southwestern Medical
Center Clinical

Shannon Smock
Executive Assistant
Hunt Consolidated

Erin Featherly
EA to the CFO
Interstate Batteries

Debbie Tank
Executive Assistant &
Office Manager
Chargeback Gurus

Pam Gerber
Founder
Pam Gerber, Incorporated

Brian Thompson
Vice President
Maloney Strategic
Communications



WINNER

Sharon Bridges

FLOWERVE

{ THE COLLEEN BARRETT AWARD FOR
ADMINISTRATIVE EXCELLENCE }



Sharon Bridges has served as an Assistant at Flowserve Corporation since July 2015. She has previously served in numerous Assistant/Office Manager roles at Hunt Oil, Clarion Partners, Korn Ferry International and Hilti, Inc. Her responsibilities have included crafting disaster recovery/business continuity plans, creating and implementing e-file systems, orchestrating numerous business moves and ensuring a fleet of private planes has been well utilized and tracked. Prior to this, she held positions in the credit and collections arena working with sales personnel, customers, collection agencies and bankruptcy attorneys in collecting past due items or preparing bad debt write-offs. She is a perpetual student on both a business and personal level. She enjoys time with her husband and furry child and loves participating in water sports on the lake. Sharon studied at both Tulsa Jr. and Brookhaven Jr. Colleges with a focus on journalism.

FINALISTS



Laura Lichtenstein,
Rexel USA / Gexpro Services



Eva Valenzuela,
Toyota Financial Services



Audrey Watkins,
JCPenney



Fayrene Selu,
Toyota Financial Services



Karen Settles-Lee,
Dallas County Community
College District

Colleen Barrett: Servant Leader and Superstar

When The Admin Awards was launched in 2012, we sat down with Colleen Barrett to ask her for her thoughts and experiences on the administrative profession. Her answers from that September interview, edited for brevity; are below:

What did you like most about being a secretary?

I like to serve so you have to start there. I loved to solve problems. And I loved to

give exemplary or positive customer service delivery on behalf of whomever I was working for. Life is all about relationships ... you have an opportunity in the administrative group to form more relationships than probably any other position—even much higher up on that so-called ladder because you are very often that first point of contact with the outside world or the customer... life is just one big grassroots campaign as far as I'm concerned.

What did you like the least?

I didn't like anything that was routine. I loved to master projects, but, for example, filing was only interesting to me because I loved to be able to find anything that anyone was looking for... I've never liked rote work. (But) there's some that goes in every job no matter what position you're in.

What was the most challenging aspect of serving Herb Kelleher?

Being a nanny for 45 years for a man who has always thought he was 17 regardless of any year that was added to his personal calendar!

He was a great servant leader. He loved life and you almost couldn't be around him and not catch that love of life and love of people.

And the best aspect?

It was truly feeling his egalitarian spirit and appreciating the fact that he valued my judgment and thinking as a team member.

Did you ever think you would rise from Secretary to President and COO of Southwest Airlines?

Quite honestly it wasn't something I wanted, and I never wanted to be CEO—and I made that very clear to the Board—that isn't my strength. My strength is customer service and people and everything that touches people, and, honestly, being President and CEO wasn't my favorite position at Southwest...my favorite position was Executive Vice President- Customers. Customer to us means employees, passengers, and shareholders, so I could really touch everything. I could touch every department. And as President... I had to do a lot more external things...I did them...I can't say I hated them...(but) I like to get down and dirty and really roll up my sleeves.

What advice do you have for Admins?

Love. Everybody. Just love. It's a word that corporate America doesn't use very much...always remember where you came from—so that you know how far you've come...I don't think most of us start out thinking we're going to be the President of the United States or the CEO of a company... and I think...be humble and appreciate what you get. To me psychic satisfaction is 10 times more important than pay or title. Be authentic. Be real. Remember who you are.

*"Be authentic.
Be real.
Remember
who you are."*

WINNER

{ THE ABOVE THE CALL AWARD }

**JOHNNIE MILLS****JCPENNEY**

Johnnie Mills began her administrative career 28 years ago at a veterinary supply distributor. She joined JCPenney, a 117-year-old legacy company, in 1996 and has since held various administrative positions during her tenured career. In her current role, Executive Staff Assistant, she supports the EVP Chief Merchant who oversees merchandising, product development, design, sourcing, planning and allocation; no small task! Johnnie is a very passionate, fun, loyal and detail-oriented person. She provides exceptional customer service to the JCPenney vendor community and is

always ready to take on difficult assignments, working tirelessly to achieve seamless office operations in her support role. As an exceptional Administrative professional, her servant leadership mentality has earned her the respect and gratitude of her peers and leadership team. When Johnnie is not at work, she enjoys volunteering at the Salvation Army, spending time with family and friends, church activities, gardening and exercising outdoors.

FINALISTS

Sameera Swaggart,
KFC GlobalMorlene Black,
WorldVentures Holdings, LLCMamie Horton,
Higginbotham**WINNER**

{ THE ACHIEVER AWARD }

**CATERINA ROSSINI****GEORGE W. BUSH PRESIDENTIAL CENTER**

Caterina Rossini is the Executive Assistant to Ken Hersh, CEO and President of the George W. Bush Presidential Center, an action-oriented non-partisan institution that is comprised of the George W. Bush Library & Museum and the George W. Bush Institute. The Bush Center's mission is to engage communities in the US and around the world by developing leaders, advancing policy and taking action to address today's most pressing challenges. Caterina is the main contact for the Board of Directors, handles planning of Board and Committee Meetings, Board Logistics and Travel, and resolves

any inquiries and requests Board Members have. She also serves on the 43 Club Executive Committee, an outreach program dedicated to engaging with young professionals in the community. Throughout her 9 years of supporting C-level Executives, Caterina has supported CEOs and Founders of various companies. When she isn't working, Caterina enjoys organizing networking events with other assistants, volunteering, singing opera and traveling.

FINALISTS

Lisa Kelly,
Toyota Motor
North AmericaSeleeka Harris,
Moss Adams LLPJeanne Lackey,
Texadia Systems, LLCCecilia Blizard,
University of Texas
at ArlingtonWhitney Weber,
Eliot Management Group /
Sundance Payment Solutions

KFC proudly congratulates Andrea Stinson, Sameera Swaggart & Tracy Painter on becoming 2019 DFW Admin Awards Finalists! They are Rock Stars and we are so thrilled to share this day with them!



We're proud to say she's one of **CHRISTUS.**

Congratulations to Dieshia Gibson, Executive Assistant for Lance Mendiola and Roy E. Alston, Ph.D, for being named a finalist for the Dallas Admin Awards.

"Well done, Dieshia!"



ChristusHealth.org

19-2526

Toyota congratulates our 2019 finalists!

We are honored to have you as a part of our team.

Eva Valenzuela

The Colleen Barrett Award for
Administrative Excellence &
The Leadership Award

Faye Selu

The Colleen Barrett Award for
Administrative Excellence

Lisa Kelly

The Achiever Award



FINALISTS



Paula Dunn,
UT Southwestern
Medical Center



Sylvia Weaver,
United Way of
Metropolitan Dallas



Vanessa Dedmon,
Childrens Health



Lisette Castillo,
Fort Worth Hispanic
Chamber of Commerce

{ THE ADMINISTRATIVE EXCELLENCE IN PUBLIC SERVICE AWARD }

WINNER

MARGARET MARCH

GOODWILL INDUSTRIES OF FORT WORTH

Margaret joined Goodwill Fort Worth in 2018 and serves as an Executive Assistant, providing support to Goodwill Fort Worth's President & CEO. In addition, she coordinates activities and tasks related to the agency's Board of Directors, supports other Senior Executives, and strives to bring value and excellence to the organization's mission. Margaret has 31 years of Executive Assistant experience with organizations including Vistra Energy, Energy Future Holdings, Oncor and TU Electric. She achieved the Competent Communicator distinction from Toastmasters International and was the organization's Treasurer for many years. A Dallas native, Margaret holds a Bachelor of Science degree in Fashion Merchandising from Texas A&M – Commerce. She spends her free time volunteering with the children's ministry at her church and takes on an active role in her family's e-commerce food business for deliveries, tradeshow and festivals. She and her husband, Jimmy live in Arlington, TX.



FINALISTS



Nancy Garza,
HKS



Meredith Skirbe,
Pioneer Natural
Resources



Tracy Painter,
KFC Global



Ronna LeMaster,
Ryan, LLC



Miriam Monette,
AT&T

{ THE LEADERSHIP AWARD }

WINNER

EVA VALENZUELA

TOYOTA FINANCIAL SERVICES

Eva Valenzuela currently serves as the Executive Assistant to the President & CEO of Toyota Financial Services. In 1994, she joined Toyota as an Executive Secretary in the Lexus Division. During her 25 years, she has enjoyed working at Lexus, University of Toyota, Scion Division and Toyota Financial Services. She has been working for the same executive for 18 years during which time she was promoted to an Executive Assistant. She enjoys the challenges and responsibilities of her job and her ability to effortlessly perform in fast-paced, high-volume settings has proven she can truly rise to any occasion. Those that work with her describe Eva as dedicated, reliable, personable and motivated. Outside of work she is an avid cook and baker and enjoys spending time with her family which includes two daughters and two furry boys.



Congratulations

TO ALL THE ADMIN AWARD
FINALISTS, ESPECIALLY
OUR OWN

Karen Settles-Lee



Dallas County
Community College District

dcccd.edu

We are lucky to have you on our team!
Congratulations to **Laura Lichtenstein, Executive Assistant**,
for being selected as a finalist for the Dallas Admin Awards.
Your hard work and dedication are appreciated!



Congratulations

to our Dallas Administration Awards Finalists

Wendi Castillo
Shelia Jernigan
Paula Dunn
Patty O'Shea



UT Southwestern Medical Center
is ranked the #1 hospital in DFW
by U.S. News & World Report

UT Southwestern
Medical Center

utswmed.org

WINNER{ THE OFFICE MANAGER OF
THE YEAR AWARD }**ERICKA SISK****UNIVERSITY OF NORTH TEXAS, COLLEGE OF INFORMATION**

Ericka Sisk is a go-to strategist and communicator helping key influencers to execute processes, operations, and events. She has over 20 years of administrative and managerial experience in various industries including retail, insurance fraud investigation, airline support, and higher education. Ericka delivers multi-faceted competence in every situation. Currently, Ericka oversees the operations of the College of Information Dean's Office at the University of North Texas and is responsible for the application of campus policies and guidelines as well as human

resource functions. She also coordinates activities and training on behalf of the college, acts as the college liaison with the university and community and is always event planning. When she's not executing a college event, you can find her studying Phytomedicine in her domestic laboratory; fine-tuning her cherished herbal teas and bio-active natural products or donning her quad skates and zooming through a local park or roller rink.

FINALISTS

Patty O'Shea,
UT Southwestern
Medical CenterMolly H. Morgan,
University of North Texas
Foundation, Inc.Courtney Lowery,
Frisco Concierge
MedicineMeagan Alexander,
HealthmarkITDawn Bupp,
First Guaranty Mortgage
Corporation**WINNER**

{ THE ROOKIE OF THE YEAR AWARD }

**VICTORIA FREDERICKS****RJN GROUP, INC.**

Victoria joined RJN Group in 2017 as an Executive Assistant. She provides support for the office of the President, which extends to all reaches of the organization. She is passionate about the company's direction and flawlessly upholds RJN's values as an employee-owned business. New to the administrative profession and EA role, she has worked hard to assimilate quickly and provide superior support for all staff, no matter the request. In a matter of months, she earned the respect of everyone in the organization, a formidable challenge for a young person in such a high-profile

position. In the past two years of working for RJN, she has become the communication center of the company, driving many of the systems and programs. Due to her genuine enthusiasm and high proficiency in multiple areas, she is continually sought out by other administrative personnel, staff and departments.

FINALISTS

Dieshia Gibson,
CHRISTUS HealthMallory Pyles,
Southwest AirlinesNatalie Martini,
National Breast Cancer
FoundationMacy Hulsey,
Marsh & McLennan AgencyVanessa Hernandez,
JAH Realty, L.P.THE ADMIN AWARDS IS
PROUD TO PARTNER WITH

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FOR THE

8TH CONSECUTIVE YEAR!

*Thanks for all you do to make
our events a success!*

FINALISTS



Emily Blythe,
Make-A-Wish
North Texas



Wendi Castillo,
UT Southwestern
Medical Center



Demetria Jones,
Sheppard Mullin
Richter & Hampton



Yvonne Williams,
JCPenney



Lynette Conner,
LegacyTexas

{ THE SPIRIT AWARD }

WINNER

LAURA LICHTENSTEIN

REXEL USA / GEXPRO SERVICES

Laura is a professional Executive Administrator with over 20 years of experience and an invaluable member of the Gexpro Services team. As an Executive Administrator, Laura is able to tailor her skills to meet the needs of Gexpro's executive staff, multi-state employees, customers and suppliers. She understands what drives businesses and works tirelessly to reach each goal. Laura has achieved success with well-established companies such as GE Automation Services, and GE Capital. Additionally, Laura is involved in Rexel and Gexpro Services' social responsibility volunteer programs. She is an advocate for the "We are Here for Others" program and is a member of the Activity and Social Events Committee. Laura also enjoys giving back to the community in the form of helping friends and neighbors and participating in activities with her children. Originally from Monterrey, Mexico, Laura moved to Dallas in 1999. In her spare time, she enjoys spending time with her family, reading & cooking.



FINALISTS



Debbi Vice,
Marsh & McLennan
Agency



Shelia Jernigan,
UT Southwestern
Medical Center



Debbie Vick,
Arcis Equity



Andrea Stinson,
KFC Global



Darlene Lincoln,
Goodson Acura

{ THE LOYALTY AWARD }

WINNER

PAT MEADORS

TEXO - THE CONSTRUCTION ASSOCIATION

Pat Meadors provides administrative support to the TEXO team, which includes contributing effective and efficient handling of membership related duties. Throughout her storied career, Pat has proven herself a loyal, highly skilled and absolutely integral part of the TEXO team. Pat assists the Vice President of Governmental Affairs, Membership Director with administrative support as well as carrying out her daily duties- and she does it all with her trademark grace and kindness. She is a native of Glen Burnie, Maryland and has worked for the association for the last 19 years. She was a member of the NAWIC Fort Worth Chapter for 15 years and served as the chapter President in 2008-2009 and again in 2010-2011. Pat lives in Weatherford, TX with her husband of 31 years, Bruce (her partner in crime), they have two sons and four grandchildren.



HKS

Congratulations
and thank you
for being a rockstar

Nancy Garza

Executive Assistant



Congratulations

MARGARET MARCH

on being named a finalist
for the DFW Admin Awards!

GOODWILL IS MORE THAN A THRIFT STORE.

The largest employer of people with disabilities in the world, Goodwill believes that work has the power to transform lives by building self-confidence, independence, creativity, trust and friendships. Everyone deserves this chance.

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www.GoodwillFortWorth.org



We are proud to support
Seleeka Harris



Congratulations to Seleeka for being named a Dallas Admin Awards finalist. Your bold, compassionate, fun and creative spirit makes our office a better place! We can't thank you enough for all you do for our firm!

*Behind every successful leader
is a successful admin.*

Higginbotham has grown to be the largest independent insurance firm based in Texas thanks to the dedication of employees like our admin Mamie Horton. Thank you, Mamie, for keeping our team going so we continue taking care of our customers' insurance needs just like admins take care of...everything.

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PRESENTING PARTNER



Delta Dallas believes the best employee-employer fit transcends basic skill and credentials – it's mostly about finding the perfect interpersonal match. It's the reason why Delta Dallas is a market leader in talent acquisition services, placing more than 50,000 professionals in the Dallas metroplex in administration, IT, accounting, human resources, legal and call centers over the past three decades.

NATIONAL PARTNER



In its 45th year of service, Dallas-based Southwest Airlines continues to differentiate itself from other air carriers with exemplary Customer Service delivered by more than 49,000 Employees to more than 100 million Customers annually. Southwest proudly operates a network of 97 destinations across the United States and seven additional countries with more than 3,900 departures a day during peak travel season. With 43 consecutive years of profitability, Southwest is one of the most honored airlines in the world with an emphasis on performance and productivity, the importance of its People and the communities they serve, and an overall commitment to efficiency and the planet.

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