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A REGIONAL CELEBRATION OF
ADMINISTRATIVE EXCELLENCE

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A LETTER FROM THE ADMIN AWARDS FOUNDER



As the daughter of an Executive Secretary, I grew up watching the extraordinary impact my Mother, Jeannette Castellano, had on the companies she served throughout her career, as an Executive Secretary and later as a Receptionist, before retiring just shy of her 80th birthday.

It was in 2012, after realizing there wasn't an awards program anywhere in the country - maybe even the world, that recognized the invaluable contributions of Administrative Professionals, I created The Admin Awards in Dallas Texas. Since then, we've grown into seven cities across the U.S. and are delighted to bring this program to the Greater Boston area in celebration of the extraordinary Administrative Professionals who call New England home.

The inaugural 2019 Finalists and Winners raised the bar once again for what it means to be an extraordinary contributor in the administrative field. They have succeeded in providing tremendous value to their executives and organizations, reminding us all 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 and attending the Gala. Without people that believe wholeheartedly 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. 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.

Boston's very first Colleen Barrett Award was presented to Jennifer Demerle, Executive Assistant to the CEO of Allego, Yuchun Lee. Jennifer has served Yuchun for 16 years, across three software companies, ranging from being part of a ground-level startup to being his EA for a public company, as well as Chief of Staff for a 2,000 people organization within IBM. Jennifer is described by her leader as "the singular person that can keep up with all that's involved, and always with excellence in execution, follow through, and with a smile." In addition, Jennifer is described as "the single most brilliant and driven Administrator that could hold her own with the best of us, in a team of high-performing, high energy individuals."

We congratulate Jennifer and all of the 2019 Greater Boston Admin Awards Finalists and nine Award Winners, and a very heartfelt thank you to our community of Sponsors, Event Partners, Judges and invaluable Advisory Board Members who made this inaugural program a huge success. We could not have done it without you.

With Appreciation,

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

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Tracy Ferguson
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Executive Assistant

Natalie Orphanos
Commonwealth Care Alliance
Executive Assistant to the COO
and CFO

Jillian Hufnagel
Coach, Facilitator, & Strategist
Hufnagel Enterprises

Stefanie Parker
UMass Memorial Health Care
Sr. Executive Admin

Sandy Knott
J. Jill
Executive Assistant to the CEO

2019 JUDGES

Colleen Barrett
President Emeritus of
Southwest Airlines

Beverly Panagiotopoulos
Executive Assistant to the
Chairman and CEO
Fidelity Investments

Joanna Polito
Former Assistant to the CEO
Athena Health

Lynn Walder
Admin Advocate / Partner to Founder
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Lisa Habig
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Chief of Staff to Lawrence
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Harvard Business School

Barbara Chiuve
Office Administrator
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**Brenda Sousa Sr. VP Human
Resources & Operations**
Constellation Pharmaceuticals

Kristin Zwickau
Director of Talent Acquisition
Care.com

Phil Roberts
Executive Administrator
Brigham & Women's Hospital

WINNER

Jennifer Demerle

ALLEGRO, INC.

{ THE COLLEEN BARRETT AWARD FOR ADMINISTRATIVE EXCELLENCE }

Jennifer is Executive Assistant to Yuchun Lee, co-founder and Chief Executive Officer of Allegro, a Boston-based mobile, video and sales-readiness software company. She has been with the organization since its inception in 2013 and has worked to help build the infrastructure and processes of the business while handling the day-to-day operations of a start-up, including human resources, benefits, facilities, accounting, and fiscal planning. Jennifer's partnership with Lee dates back to 2004, when she joined marketing technology company Unica, which Lee co-founded and led to a successful IPO and subsequent sale to IBM. She began her administrative career more than 25 years ago at Epsilon Data Management, a direct marketing service company. While pursuing her college degree in parallel, Jen learned the invaluable fundamentals of being an administrative assistant from her mother, who also worked at Epsilon. She holds a Bachelor's degree in Liberal Arts with a Business minor from Northeastern University.

FINALISTS



Anne Marie Carr,
Boston Properties



Dina Dell'Olio,
Community Servings



Erin Andersson,
Partners HealthCare
at Home



Wendy Schellhammer,
UMassMemorial Health Care,
UMassMemorial Medical Group



Amy Schnall,
Nimbus

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.

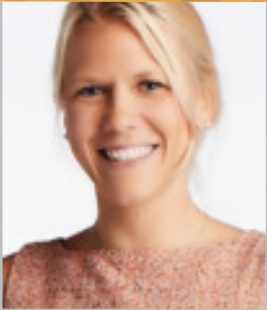
What advice do you have for Admins?

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 }



MEGAN NASO
ABIOMED

Megan is a dynamic professional who exemplifies grit and forward thinking to optimize outcomes, improve experiences and deliver venerated support. With a B.S. in Hospitality Management, Megan was schooled in the Ritz-Carlton philosophy and embodies its principles. Having supported CEOs for the last 14 years, Megan understands the significance of being your best self every day, going above the call of duty and continually striving for excellence. Megan began her career by helping to launch a start-up. Adapting and problem solving became the norm and fueled her passion for proactivity, process improvement and continual learning. Strategically partnering with the founder quickly became her favorite aspect of being an EA and set her trajectory. Megan’s current role is extremely rewarding and demands the best of her on a minute-to-minute basis. Megan embraces the challenges given to her and excels at being versatile, delivering results and exemplifying a stellar work ethic.

FINALISTS



Laurie Diaz,
Southwest Airlines



Shannon Flaherty,
Iron Mountain



Kelly Lisk,
ProAmpac



Carola E. Roeder,
Partners Healthcare



Jose Zavala,
Commonwealth
Care Alliance

WINNER

{ THE ACHIEVER AWARD }



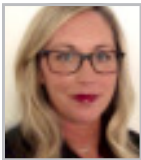
NICOLE GALLAGHER
FULCRUM THERAPEUTICS

Nicole Gallagher has been an Executive Administrative Assistant to the CEO and President and Manager of Administrative Services at Fulcrum Therapeutics since April 2017. Prior to joining Fulcrum, Nicole’s 18-year career has included roles in Administration at Abcam, Tapestry Networks, Aviva Life Insurance and Enterprise Rent-A-Car. In her role at Fulcrum she has earned the trust and respect of her colleagues and has worked to develop close bonds and strong working relationships with a range of stakeholders, including patient communities and vendors. In her role as head of administrative services she is the primary Fulcrum contact for many vendors, manages needs related to the board of directors and supports internal and external communications strategies. She drives many efforts designed to maintain a positive and welcoming culture of teamwork and collaboration at Fulcrum. She is especially dedicated to inspiring team members with the stories of patients, saying, “To see and hear from them tells us what we’re working towards and makes it more real.”

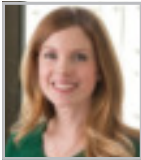
FINALISTS



Deb Cappuccio,
UMass Memorial
Health Care



Kelly Quinlan,
Cisco



Sara Soto,
Delaware Life Insurance Company

Concord
Wealth Management

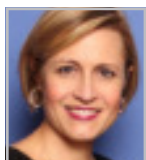
We are proud to celebrate
Beisy Navarro!

Congratulations to Beisy for becoming a Greater Boston Admin Awards Finalist in the Loyalty Category. Your years of hard work and dedication are greatly appreciated by the whole team!

FINALIST



Nadia Tran,
LaVoieHealthScience



Renee Viens,
Bullhorn, Inc

{ THE STRATEGIC PARTNERSHIP AWARD }

WINNER

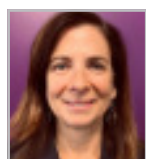
HEATHER EVANS & VINCENT MANIER

ENGIE IMPACT

Heather Evans serves as a strategic partner supporting two C-Suite executives in accomplishing the company's ambitious international business objectives. During her collegiate years while stage managing, she found she most enjoyed supporting those on stage so they could be at their best. Many years later while managing an estate, she found value in observing and anticipating what someone would need even before they knew. While working at a law firm, she discovered her resiliency by learning how to handle pressure, and when working with her first C-Suite executive she found exhilaration through a strategic partnership built on trust. With close to twenty years in the administrative assistant field, Heather is very passionate about this profession and strives daily to show the value that is added to a company that nurtures the strategic partnership between an executive and an executive assistant.



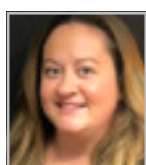
FINALISTS



Kristin Corrigan,
Williams College



Vanessa Farino,
Cogito Corporation



Kim Tobey,
Southwest Airlines

{ THE LEADERSHIP AWARD }

WINNER

DINA DELL'OLIO

COMMUNITY SERVINGS

Dina Dell'Olio currently serves as an Executive Coordinator and Project Administrator for Community Servings, a non-profit organization dedicated to delivering medically tailored, nutritious, scratch-made meals to chronically and critically ill individuals and their families. Dina has been in the Administrative profession for 17 years and has been with Community Servings for the past 5. She works tirelessly supporting the CEO as well as Community Servings' 25 Board members and senior leadership team. Dina's peers describe her as a strong leader who is community focused, and an instrumental part of their organization. She is often the connecting force between the very diverse departments within Community Servings and strives to make sure everyone, from colleagues to clients, is treated equitably. In fact, Dina is a leader in Community Servings' Diversity Equity and Inclusion group to ensure all employees feel valued.



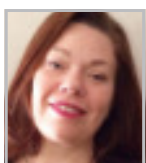
FINALISTS



Zynetta Canning,
Jobcase, Inc.



Erin Pero,
Southwest Airlines



Lindsey Sosa,
Cannistraro

{ THE SPIRIT AWARD }

WINNER

LISA MARIE GUIDI

KYRUUS

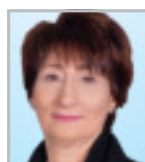
Lisa Marie Guidi is the Manager of Administrative Services and Executive Assistant to the CEO at Kyruus. She received her BA from Arizona State University, then earned her Series 6, Series 63, and Life & Health licenses after graduation. While still in school, she began her career at JPMorgan, where she developed a curriculum for new employees, and worked her way from an entry level position to that of a Personal Banker. With a relocation to Boston, Lisa Marie made a career change to utilize the skills she enjoyed most, entering the world of administrative work. Since joining Kyruus, she has been supporting the CEO and overseeing the rapid growth of the office ever since. She enjoys driving cultural engagement through philanthropic work trips, planning Quarterly Launch Parties, and facilitating office moves every other year. When she's not at the computer or attached to a toolbox, she enjoys refurbishing furniture, rescuing puppies, and rocking the mic at karaoke.



FINALISTS



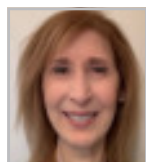
Sue Gardner,
Cognition
Corporation



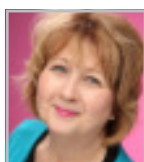
Genevieve Hemenway,
Colliers International,
Boston



Geri Reilly,
Umass Memorial
Healthcare



Susan Talmage,
Putnam Investments



Susan Walsh,
US Trust

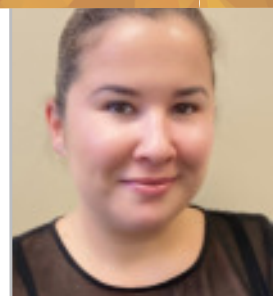
{ THE LOYALTY AWARD }

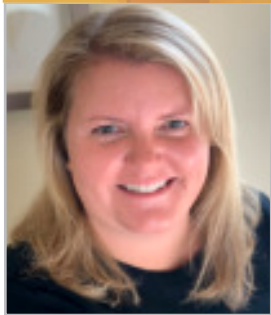
WINNER

BEISY NAVARRO

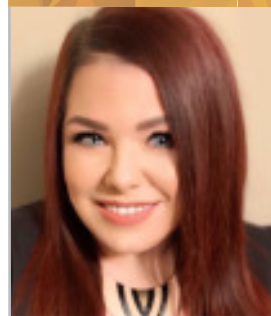
CONCORD WEALTH MANAGEMENT / LIFE PLANNING GROUP

Beisy Navarro is an executive assistant to Harvey Lazarus with Concord Wealth Management/Life Planning Group. She has been under Harvey's tutelage for the past 14 years. Graduating from Regis College with a business degree in 2010, she has gone on to be life insurance and securities licensed. Beisy's main responsibility is to make sure all business is processed correctly and that all clients are happy and content with their financial decision(s.) Once initial point of sale is made, Beisy then becomes the lead point of contact to all client's to serve them with the highest degree of integrity and professionalism. She also becomes the liaison between Harvey and the clients trusted advisors. With 14 years of experience working with aHarvey, Beisy has learned how to conduct business in insurance needs, estate planning and retirement strategies. Beisy's loyalty to Harvey's practice has earned her the ability to become a junior partner within the firm.



WINNER**{ THE OFFICE MANAGER OF
THE YEAR AWARD }****KAYLA MCMAHON****INKHOUSE**

Kayla McMahon is the Business Operations Manager at InkHouse, a media, marketing and design agency. She facilitates the seamless communication among InkHouse's Human Resources, Finance and IT departments to ensure InkHouse is operating smoothly and efficiently in the agency's Boston, New York and San Francisco offices. She also supports InkHouse's Co-Founder and CEO as Interim Executive Assistant. She's tasked with implementing InkHouse's award-winning culture, from coordinating team events, planning community activities and providing unique benefits to the company's 115+ employees. This includes facilitating the onboarding process for new employees and screening potential hires. Prior to joining InkHouse in 2014, Kayla taught preschool at The Hollway Child Study Center at Lasell University. She received a dual Bachelor's degree in Human Development and Early Childhood Education from Wheelock College. When not in the office, Kayla is often found running after the two 5-year-old twins that she nannies or salsa and bachata dancing.

FINALISTSAshley Holmes,
J.C. Cannistraro, LLCJulius Smalls,
AkiliMichael Russo,
T3 Advisors**WINNER****{ THE ROOKIE OF THE YEAR AWARD }****KATE OLSON****RAIN GROUP**

Kate Olson is the Office Administrator for RAIN Group, a global sales training company that has helped hundreds of thousands of salespeople, managers, and professionals significantly increase their sales results. In addition to overseeing the company's headquarters in the Boston area, Kate assists consulting partners across the U.S., and international practice directors in Bogotá, Geneva, Johannesburg, London, Mumbai, Seoul, Sydney, and Toronto. A former event planner and restaurant manager, Kate joined RAIN Group in 2016. In this role she's responsible for balancing schedules for company executives, qualifying prospects, assisting with RFPs, planning international conferences, coordinating travel, organizing workshop materials, and more. Kate is a graduate of Cumbria Institute of the Arts in Carlisle, UK with a B.A. in Performing Arts, and holds a M.A. in Public Relations and Event Management from the London College. An escape room fanatic, Kate enjoys singing and recording music, developing stage shows, and cooking.

FINALISTSCharlene Hay,
Commonwealth
Care AllianceLydia Jeppson,
Boston PropertiesKristina Shattuck,
BANKW Staffing

ProAmpac is proud to support
our 2019 Admin Awards Finalist
Kelly Lisk.

**A HEARTFELT THANK YOU
TO AMY SCHNALL, WHO...**

- ✓ KEEPS EVERYTHING MOVING SMOOTHLY
- ✓ THROWS THE PERFECT PARTY
- ✓ ALWAYS FINDS A WAY TO HELP
- ✓ LIVES THE NIMBUS SPIRIT EVERY DAY!

- Your Nimbus Family



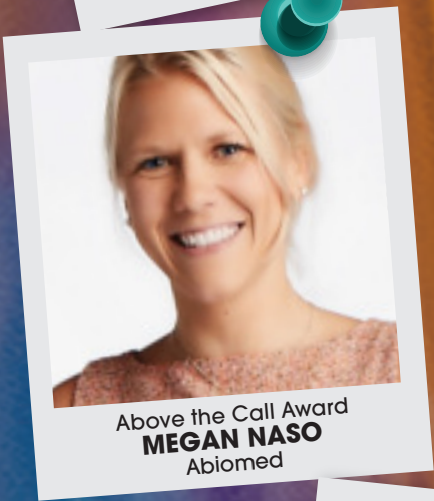
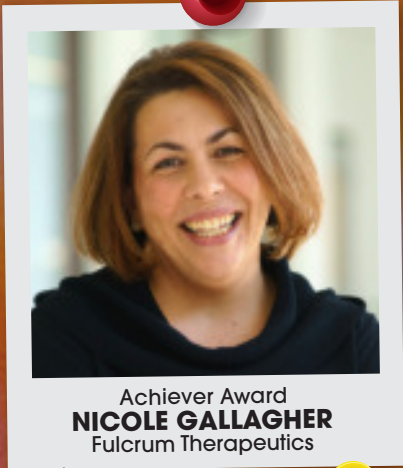
ALLEGRO IS PROUD
TO ACKNOWLEDGE
JENNIFER DEMERLE

*Congratulations
Jen!*

**CONGRATULATIONS
TO THE UMASS MEMORIAL HEALTH CARE
BOSTON ADMIN AWARD FINALISTS!**

- Wendy Schellhammer, Senior Executive Assistant
- Geri Reilly, Project Coordinator
- Debra Cappuccio, Senior Administrative Assistant





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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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