

CHICAGOLAND
ADMINAWARDS®

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A REGIONAL CELEBRATION OF
ADMINISTRATIVE EXCELLENCE

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A LETTER FROM THE ADMIN AWARDS FOUNDER



It truly takes the effort, commitment and heart of many to make a program like the Admin Awards possible during typical times, but during times like “these”, we are deeply aware that our program would not be possible without our incredibly loyal staff, Advisory Boards, Sponsors and Partners – and equally important, the business community that trusts us to provide meaningful

recognition to one of their most beloved employee groups.

To my surprise and delight, as the world turned inward earlier this year, the executive community went the opposite direction. Business leaders began reaching out to us inquiring about our 2020 programs, eager to show their appreciation and celebrate. They also validated what my intuition was telling me: The recognition of the Administrative Professionals at the core of our program is far more important than the physical, in-person events.

Very early on, we were reminded that companies were depending on their Admins to keep everything together, to make the impossible seem effortless and to do it all with skill, enthusiasm and heart. In the can-do spirit of the Chicagoland Admins we

honor, we put our hearts and minds into creating a special experience that we hope makes you feel connected, inspired and joyful.

And since we announced our plans for Admin Awards Live! 2020, I have been overjoyed at the outpouring of enthusiasm and love for these amazing professionals. So many busy people took the time to express gratitude through their words and actions. Our collective efforts really do change lives for the better. For that, I am incredibly thankful.

So here we are. Our first virtual Awards Gala and it's starting in my favorite U.S City. Chicago!

2020, with of all its challenges, has shown us that the Administrative Community is stronger than ever and companies are united in their determination to ensure their Admins are properly appreciated and cared for. This unstoppable spirit continually inspires us as we embark on this new journey with you.

So get ready. This is going to be fun!

With Appreciation,

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

2020 ADVISORY BOARD

La' Shawn Sandifer
Executive Office Administrator
Boeing

Karen Brown
Virtual Executive Assistant

Sarah Johnston
Executive Assistant to the CFO
Hyatt Hotels

Karen Lindsey
Executive Coordinator &
Assistant to the CEO
Riveredge Hospital

Ray Madrigal
Office Manager
Zeno Group

Eric Moler
Licensing & Office Manager
Neighborhood Loans, Inc.

Deidre Dixon
Executive Assistant
BlueCross BlueShield Association

Kharma Paige
Executive Assistant
Invenergy

Maureen Pfeil
Senior Exec Admin Lead
Walgreens Boots Alliance

Ana Reyes - West
Executive Assistant to EVP & COO
HERE Technologies

Ike Saunders
Personal & Executive Assistant
Joseph P. Kennedy Enterprises

Deborah Stanich
Office Manager
Eved, LLC

Bernice Lorenz, CAP
Senior Executive Assistant
CNA Insurance

Lexie Tripp
Senior Executive Assistant
Ann & Robert H. Lurie Children's
Hospital of Chicago

2020 JUDGES

Claire Lempres
Coordinator
Walgreens Boots Alliance

Betsy Malpica
Director of Partnerships
Wasson Enterprise

Ike Saunders
Executive & Personal Assistant
to Chris Kennedy
Joseph P. Kennedy Enterprises

Pam Gerber
Co-Founder
Fibroid Free

Monte Washington
Executive Assistant to US Leader
Egon Zehnder

Maureen Ryan
Executive Assistant to the
President & Director
Art Institute of Chicago

Sherry Parsons
Executive Assistant, Retired
Cisco, Retired

Tony Zamora
Vice President,
Human Resources
Ipsos North America

Shelli Nelson
Managing Director,
Talent Acquisition
Madison Industries

Jan Kaplan
Executive Assistant
to the CEO
Tolmar Pharmaceuticals

WINNER

Jaclyn Gaughan

CHIEF OF STAFF, GUERRERO MEDIA**{ THE COLLEEN BARRETT AWARD FOR ADMINISTRATIVE EXCELLENCE }**

There is a running joke at Guerrero Media that if you want the CEO to get anything done, give the job to company chief of staff, Jaclyn Gaughan. Described as a “Jac of All Trades,” there isn’t a department in the company Jaclyn hasn’t improved. She has worked for Guerrero Media for over five years, starting as a Sales Executive before being promoted to Sales Director and eventually, Executive Assistant. The same drive that propelled her sales career ultimately landed her the position of Chief of Staff, where she now serves as a member of the leadership team. Jaclyn is the youngest member of the team, but clearly earned her spot as demonstrated by her fierce loyalty to the company brand. In fact, her ideas are often the best and most relevant due to her connection with the staff at large, and her willingness to take on high-level strategic projects is admired. At the office each day at 6 a.m., Jaclyn has quickly self-mastered numerous new skills, including design and videography, always staying two steps ahead so all projects remain seamless and on time. From coordinating a massive company-wide cleaning and beautification project, to painting the office and building and installing cabinets and desks, to advancing her skills and knowledge by founding Empowered Assistants Empower Assistants, her go-getter attitude is evident in everything she takes on. As one colleague sums it up, “We could not operate without her effort.”

FINALISTS



Lainie Crisostomo-Schreiter
Walgreens Boots Alliance



Loren Ehlers
Streamwood Behavioral
Healthcare System



Colleen Lieberstein
Dealer Inspire



Cynthia Trice-Standley
Ann & Robert H. Lurie Children's
Hospital of Chicago

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 COO—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 COO 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 }



SHAWN HAJEK

HYATT HOTELS CORPORATION

Shawn Hajek has worked for Hyatt Corporation for 14 years, currently as Executive Assistant to the company's CEO. She brings more than two decades of administrative professional experience to the company and is often lauded as an exemplary representative of the Hyatt brand, both internally and externally. She handles every manner of guest engagement and essentially has the role of brand ambassador and customer service recovery leader for which she never received formal training. Her innate sense of caring helps her excel in these endeavors. Shawn manages extensive travel arrangements and scheduling for the CEO in addition to fielding his customer calls—some that require an immeasurable amount of patience. She has taken on numerous coordination and management roles among company-wide administrative assistants and coordinates with the Chairman's office on a variety of special assignments that involve engaging with members of the government and other dignitaries. She does it all with tremendous ease and authenticity. Shawn has even taken it upon herself to use her personal travel time to enhance her career. On a recent trip to Japan, she authentically engaged with important counterparts to reinforce the relationships so that she can become even more effective in her job. She is heavily invested in the happiness of her co-workers and as a working mom, has become a role model on how to cover so much ground both personally and professionally with great success.

— FINALISTS —



Denise Green
Vitas Healthcare



Amber Silva
Sysmex America, Inc.



Lisa Ore
Huizenga Capital Management



Elisa Veal
Brookfield Properties

WINNER

{ THE LEADERSHIP AWARD }



CYNTHIA TRICE-STANDLEY

SENIOR ADMINISTRATIVE ASSISTANT,
ANN & ROBERT H. LURIE CHILDREN'S HOSPITAL OF CHICAGO

Cynthia Trice-Standley serves as the Senior Administrative Assistant at Ann & Robert H. Lurie Children's Hospital of Chicago. Cynthia embodies and models Lurie Children's "Power of All" values of respectful collaboration and teamwork each day. She recently joined the company's leadership team, creating visibility boards and assisting with strategic planning and high-level program management. She is a joy to work with, colleagues say, as "you feel that she is your own personal advocate in navigating hospital systems." She provides a fresh set of eyes in strategic planning and is essential when it comes to logistics in all matters, so that everyone can support the hospital's mission of quality pediatric care. She is a role model for each of Lurie Children's seven core values that help define the company's culture, which Cynthia consistently demonstrates. An active supporter of the Administrative Professional Governance Council, Cynthia's integrity and advanced leadership skills are evident in mentoring, onboarding, orientation, hosting events, welcome breakfasts, diversity and inclusion endeavors, and Toastmasters. In every task, she gives it her all and never treats anything as a rote, check-the-box activity. As one colleague aptly states, "She inspires us all."

— FINALISTS —



Mirirai Sparks
Sandbox



Gail Scott
Edlong



Luiza Jarocki
HSBC



Jeannine Jeskewitz
The Pritzker Organization



Erika Aleman
Hyatt Hotels Corporation

WINNER

{ THE LOYALTY AWARD }



KELLEY LOIACONO

DIRECTOR OF ADMINISTRATION, PROACTIVE WORLDWIDE

Those who work with Kelley Loiacono say her title of Director of Administration at Proactive Worldwide doesn't quite fit. Office Hero is a more accurate description. Kelley has worked as an administrative assistant for more than two decades—15 of those with Proactive Worldwide. She holds a B.A. in corporate communications—an asset in her daily responsibilities that include supervising her own administrative support staff. She is often lauded for getting done in one day or less what would take most people a week to accomplish—all without a single complaint. Smart, assertive, focused, flexible, loyal, composed, analytical, trustworthy, outgoing, responsive, selfless, and persuasive...yes, all of these words have been used to describe Kelley, who is known for putting the needs of the organization above her own. In addition to providing administrative support for two company owners, she is a self-starter who energetically oversees the execution of marketing tasks for events and conferences, is the company's primary liaison with an outside marketing agency, produces numerous financial reports, handles all HR matters, and was the lead on a conversion and implementation of new company accounting software upgrade. She not only epitomizes, but encourages, the company culture and values of being Hungry, Humble, and Intelligent.

— FINALISTS —



Latricia Caston
American Medical Association



Fran Michalski
Edelman



Kim Gigovski
Cars.com

WINNER

{ OFFICE MANAGER OF THE YEAR AWARD }



ASHLEY KAIN

OFFICE MANAGER & EXECUTIVE ASSISTANT, TBI, INC

It's not a stretch to say Ashley Kain has pretty much done it all at TBI, Inc. After graduating with her master's degree in criminal justice in 2012, she joined TBI in 2015 as a Proposal Specialist in the operations department, working her way up Office Manager and Executive Assistant in 2019. When an employee unexpectedly left the company, Ashley jumped in without hesitation which led her to becoming responsible for managing the office of a growing company of more than 230 employees and for providing high-level administrative support and assistance to the 10-member executive team. Ashley's day at the office starts at 6:30 a.m. and ends whenever the job is done. She takes every work call, whether that is 6 a.m. or after 8 p.m. From office management, assistance with HR and onboarding new hires, travel arrangements, working with building management, and beyond, it likely falls under Ashley's umbrella—including the arrangement and execution of the company's annual President's Club trip. Everyone agrees Ashley never fails to offer a smile, a kind word, or a helping hand and when her peers see her rolling up her sleeves, they can trust it's a job that is about to get done right.

— FINALISTS —



Fabiola Flores
Crothall



Andrea Newman
The Larko Group



Teresa Zaiff
Lake Forest Academy



Madalyn Guerrero
Topgolf

FINALISTS



Mari Johnson
T-Mobile



Katherine Mingey
Cresco Labs



Megan MontBlanc
TBI, Inc.



Jessica Rinkel-Miller
Walgreens



Sheri Zuccarelli
Baker McKenzie

{ THE ACHIEVER AWARD }

WINNER

GRACE VAN MOER

MANAGEMENT ASSISTANT, HINES



Grace Van Moer has been an administrative professional for more than three decades, 23 with Hines where she now works as the Management Assistant to the company's Senior Managing Director. The real estate development industry, in general, implies that no two days are ever alike, and this is where Grace thrives. Agile, creative, and a problem-solver best describe Grace, who always goes above and beyond the responsibilities of her job to propel the office forward. Without fail, she addresses complex issues with calm, poise, and patience, which brings a sense of stability to the staff. Her extensive knowledge and experience have transformed into teaching tools on public records recording processes, deliverable tracking for multiple projects, and multi-tasking. She effortlessly carries herself from one task the next, helping others along the way as she schedules, reschedules—and reschedules again—for busy, traveling execs. She is just as comfortable organizing a groundbreaking with the Mayor as she is managing the relationship with steelworkers and unions constructing the buildings. PowerPoints, renderings, spreadsheets, CAD drawings—there isn't a skill-set Grace hasn't mastered. Her professionalism, proficiency, and skilled execution are an inspiration throughout the company.

FINALISTS



Meghan Cooney
PGIM Real Estate



Joyce Moss
American Hospital
Association



Darlene Wilson
Preferred Meals



Breonda Bradie
Ann & Robert H. Lurie
Children's Hospital
of Chicago



Sherry Bateman
Hyatt Hotels
Corporation

{ THE SPIRIT AWARD }

WINNER

TAMI BEJGER

EXECUTIVE ASSISTANT 1, HERE TECHNOLOGIES



If an executive or board member at HERE Technologies worries that "something might go wrong" at an event or whenever it's time to arrange—and rearrange—travel schedules for high-level executives, that worry is short-lived because of Tami Bejger. She has worked as an administrative professional for 11 years, six with HERE Technologies, and now assists VPs in two states as well as the company's state-wide executive team whenever they visit Chicago. Therefore, it's no surprise that Tami was recently promoted to support the SVP Corporate Development's four additional team leads. She is centered by her passion to do the right thing and never misses a step, a noteworthy accomplishment considering HERE Technologies is a company in transformation. "Curious." "Not afraid." "Takes on a challenge." "Proactive." "Highly empathetic." "A source of positive energy." "The cord to the HERE mothership." These are only a few of the ways team members describe Tami. A recent example is her work with the Engaging Chicago committee. In addition to making sure company events were a hit with attendees and that everyone's varied preferences were met, she was also a good steward of the company's money and saved thousands of dollars on expenses. Always going above and beyond, she tracks metrics for team performance, sorts through complicated travel logistics, and pursues her own continuing education opportunities. She seamlessly tackles coordination efforts behind the scenes and anticipates things both big and small, before executives even realize there is a need – with passion and heart.

guerrero

Congratulations to Jaclyn Gaughan
for being nominated for the
2020 Colleen Barrett Award!

We make executives look good, and
Jaclyn makes us look good.



Want us to make your executive team look good?
Contact our sales director, Ben Julia, at
ben@guerrerrmedia.com.

Congratulations

Loren Ehlers

2020 Chicago Admin Award Finalist

*Thank you for continued dedication and exemplifying the core values of
SBHS. You truly are Amazing and SBHS's Shining Star!*

Thank You!

Team STREAMWOODSTRONG



WINNER{ ADMINISTRATIVE EXCELLENCE
IN PUBLIC SERVICE AWARD }**SUSAN NARRAJOS****ASSISTANT SECRETARY TO THE BOARD OF EDUCATION,
CHICAGO PUBLIC SCHOOLS**

With more than 31 years of administrative professional experience, Susan Narrajos exemplifies what an administrative professional should be. In 1989, Susan began her career as a clerk in one of Chicago's oldest hospital emergency rooms. Early on, she learned about having compassion for others, multi-tasking, exceptional customer service, and working with high-level staff while facing critical deadlines. In 1993, she began working for the Chicago Public Schools as an entry-level Administrative Assistant for the Assistant Superintendent of Schools, and today she serves CPS as the Assistant Secretary to the Board of

Education following several promotions through the years. She performs all the duties of the Board Secretary in case of the Secretary's absence or inability to act. Susan often works well beyond a 40-hour work week, even weekends, and recently added the title of Board Office Operations Manager to her long list of roles for CPS. During her 31-year career, Susan has demonstrated her ability to go beyond the responsibilities of her positions and serve in any capacity requested of her. Her positive, all-hands-on-deck approach work ethic and approachable demeanor make her welcome, go-to resource for Chicago Public Schools and the City of Chicago.

— FINALISTS —

**Kelsey Badger**
Erikson Institute**Susan Elder**
Village of Barrington**Nicole Turner**
Chicago Public
Schools**Lakisa Wells**
American Heart
Association**WINNER**{ ADMINISTRATIVE EXCELLENCE
IN HEALTHCARE AWARD }**ROSALINDA LOPEZ****EXECUTIVE ASSISTANT,
THE ANN AND ROBERT H. LURIE CHILDREN'S HOSPITAL**

Rosalinda Lopez serves as the Executive Assistant to a variety of high-level executives in a wide range of specialties for the The Ann and Robert H. Lurie Children's Hospital, where she has worked for two and a half years. With over 20 years of administrative professional experience, her role in the organization continues to evolve as her team progressively uses her remarkable breadth of skills to move forward a wide variety of strategic plans and programs. In her role, she facilitates and plans for a range of programs, operations, and recruitments in clinical and research domains and recently had a primary role

in the relocation of the research institute's 40 laboratories. Routinely, visitors make unsolicited comments about Rosalinda's professionalism, diligence, and organizational skills and how she exemplifies best of Lurie Children's. She is the face of a key part of the hospital and has the critical responsibility to convey that it is a proud, but humble, organization—highly professional, organized, effective, and caring. She serves as a valued role model for other administrative professionals in the organization, serving on the administrative professional council and as a mentor. Her unflappable demeanor and can-do attitude make her an invaluable asset with any need that may evolve within the administrative suite.

— FINALISTS —

**Julie Eudeikis**
Lurie Children's
Pediatric Partners**Erma Pitchford**
Vitas Healthcare**Adrianna Lohnes**
Ann & Robert H. Lurie
Children's Hospital
of Chicago**Angelica Ugarte**
Illinois Bone and
Joint InstituteTHE ADMIN AWARDS IS PROUD
TO PARTNER WITH**Southwest** *Thanks for all you do to make our events a success!***Walgreens Boots Alliance is Proud to Congratulate our
2020 Chicagoland Admin Awards Finalists****Lainie Crisostomo-
Schreiter**
Nominated for
The Colleen Barrett Award
for Administrative Excellence**Jessica Rinkel-
Miller**
Nominated for
The Achiever Award

Walgreens Boots Alliance

www.walgreensbootsalliance.com



Spirit Award
TAMI BEJGER
HERE Technologies



Colleen Barrett Award
for Administrative Excellence
JACLYN GAUGHAN
Guerrero Media



Loyalty Award
KELLEY LOIACONO
Director of Administration,
Proactive Worldwide



Administrative Excellence in
Healthcare Award
ROSALINDA LOPEZ
The Ann and Robert H. Lurie
Children's Hospital



Achiever Award
GRACE VAN MOER
Hines



Above the Call Award
SHAWN HAJEK
Hyatt Hotels



Administrative Excellence in
Public Service Award
SUSAN NARRAJOS
Chicago Public Schools



Leadership Award
CYNTHIA TRICE-STANDLEY
Ann & Robert H. Lurie Children's
Hospital of Chicago



Office Manager of the Year Award
ASHLEY KAIN
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“**NEXT TO EXCELLENCE**
IS THE APPRECIATION OF IT.”

– William Thackeray