

### 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

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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



# Jaclyn Gaughar 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

"Be authentic.

Be real.

Remember

who you are."



Streamwood Behavioral Healthcare System



Dealer Inspire



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.

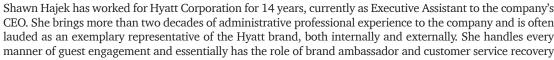
#### What advice do you have for Admins?

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.

### THE ABOVE THE CALL AWARD

### SHAWN HAJEK





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

#### THE LEADERSHIP AWARD

### ITHIA 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



Erika Aleman Hyatt Hotels

### THE LOYALTY AWARD

### LLEY 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



Kim Gigovski Cars.com

### OFFICE MANAGER OF THE YEAR AWARD

### SHLEY 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



Andrea Newman



Teresa Zaiff Lake Forest Academy



Madalyn Guerrero



Katherine Mingey Megan MontBlanc Cresco Labs

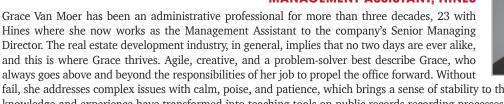


Jessica Rinkel-Miller

Sheri Zuccarelli

### THE ACHIEVER AWARD

### **GRACE VAN MOER**





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



Darlene Wilson Preferred Meals



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



Sherry Bateman Hyatt Hotels

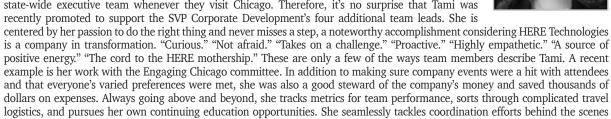
#### THE SPIRIT AWARD

## TAMI BEJGER

**EXECUTIVE ASSISTANT 1, HERE TECHNOLOGIES** 



and anticipates things both big and small, before executives even realize there is a need - with passion and heart.





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@guerreromedia.com

# STREAMWOOD BEHAVIORAL HEALTHCARE

## Congratulations

Loren Ehlers

2020 Chícago Admín Award Fínalist

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

Thank You!

Team STREAM WOODSTRONG



## 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 exemplifes 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



Nicole Turner Chicago Public Schools

Lakisa Wells American Heart Association

## NER

## 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 Institute



# 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





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In it's 49th year of service, Dallas-based Southwest Airlines continues to differentiate itself from other air carriers with exemplary Customer Service delivered by more that 60,000 Employees to more than 100 million Customers annually. Southwest proudly operates a network of over 97 destinations across the United States and seven additional countries with more than 4,000 departures a day during peak travel season. 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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# NEXTTOEXCELLE IS THE APPRECIATION

– William Thackeray