

DALLAS / FORT WORTH  
**ADMIN**AWARDS<sup>®</sup>

PRESENTED BY



P R E S E N T S

# GOOD *Live!* AS GOLD

A REGIONAL CELEBRATION OF  
ADMINISTRATIVE EXCELLENCE

NOVEMBER 14 | 7 PM  
VIA LIVE STREAMING

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# A LETTER FROM THE ADMIN AWARDS FOUNDER



Nine years has taught us that it truly takes the effort, commitment and heart of many to make a program like the Admin Awards possible. This is true 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 Dallas Fort Worth Area 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.

This year’s DFW Finalists raised the bar once again for what it means to be a modern-day Administrative Professional. Their accomplishments, perseverance and competencies clearly reach far beyond any outdated stereotype or ordinary job description. Today’s Administrative Professionals are force multipliers, strategic partners, therapists, confidants, business strategists, people whisperers, leaders and followers – very often in the same moment. The long list of unique attributes and extraordinary qualities exemplified by this year’s Finalists make you realize that most people simply couldn’t do their jobs, much less excel at them.

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.

We hope you’ve have as much fun at Admin Awards LIVE! as we’ve had creating it for you.

With Appreciation,

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

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Executive Assistant

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Assistant to the President & CEO

**Corraina Anthony**  
Executive Assistant

**Sharon Bridges**  
Flowserve Corporation  
Executive Assistant

**Lynette Conner**  
JP Morgan Chase  
Executive Assistant

**Melisa Feister-Fahmi**  
Executive Assistant

**Alice Howard**  
Toyota/Lexus Financial Services  
Executive Assistant

**Allison Miller**  
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**Ericka Sisk**  
University of North Texas  
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AT&T  
Executive Assistant

**Margaret March**  
Executive Assistant  
Goodwill Industries

**Lona Henderson**  
Administrative Assistant  
Texas Health Resources

## 2020 JUDGES

**Colleen Barrett**  
Southwest Airlines  
President Emeritus

**Amy Stewart**  
Amy Stewart Law  
Partner

**Caterina Rossini**  
George W. Bush Presidential Center  
EA to CEO & President

**Gabe Sammons**  
PGA TOUR Superstore  
Field Marketing

**Holly Mason**  
Mason Baronet  
President

**Nancy Nordberg**  
Maxim Integrated, Formerly  
Retired Executive Assistant &  
Winner of the Leadership Award

**Pam Gerber**  
Fibroid Free  
Co-Founder

**Phyllis McKnight**  
D Magazine Publisher, Retired

**Sharon Bridges**  
Flowserve  
Executive Assistant

**Sherry Parsons**  
Cisco, Formerly  
Retired Executive Assistant &  
Winner of the Colleen Barrett  
Award for Administrative  
Excellence

**Toriana Pettaway**  
Equity Hope Consulting  
CEO



# WINNER

## Tracy Mikus

EXECUTIVE ADMINISTRATIVE ASSISTANT TO THE CEO, CLARUS

{ THE COLLEEN BARRETT AWARD FOR ADMINISTRATIVE EXCELLENCE }



The Clarus organization promotes three core values—respect, integrity, and courage. Tracy Mikus, Executive Administrative Assistant to the CEO of Clarus, exhibits them all. She puts people first, always. In fact, she was recently awarded the company's Respect Award--nominated by the entire company. Tracy has worked 24 years as an administrative assistant. She is a student of life and has used her life skills to create an environment within the Clarus offices of truth, transparency, empathy, support, compassion, and excellence. She is described by peers as the heartbeat of the executive leadership team and holds everyone accountable for keeping their words and actions aligned with the vision of the company and the impact to the employees. Tracy champions employee recognition programs and promotion opportunities, simply because she cares about everyone at Clarus and their families. She is willing to speak up in meetings, to be heard, counted, and visible. As one colleague puts it, "She is impressive to watch." Clarus has 15 operating plants across the country and over 1,000 people on the team, meaning Tracy is always busy. Still, she is responsive to everyone's needs and takes on many responsibilities outside of her role, including research projects, writing and editing, and generating new ideas for engagement. Her integrity is unmatched, and she is always looking for new and better ways to get things done. Few can match her passion. No matter what she has going on in her life, she puts 110% effort and positivity into each day. She takes the time learn more about her job and learn the business. It's not common to find Tracy at the office past midnight during busy budget times to make sure the team can get the work done. Tracy's colleagues readily say she is the glue of the Clarus team. Her investment in what matters most—the people of Clarus—is admirable. She is the role model the rest of Clarus aspires to become.

### FINALISTS



Geraldine Conner  
Academic Partnerships



Melissa Goens  
Interstate Batteries



Debbie Powers  
Toyota Financial Services



Lisa Reid  
First Guaranty Mortgage Corporation



Marie Vennell  
EY

## 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 }



## DAWN CROWELL

EXECUTIVE ADMINISTRATIVE ASSISTANT,  
TOYOTA MOTOR OF NORTH AMERICA

Six years ago, Toyota announced its relocation to Plano, Texas, and many out-of-state-employees took a leap of faith to move across the country to a place that at first seemed foreign, yet quickly felt like home. Part of that reason is Dawn Crowell, Executive Administrative Assistant at Toyota's Plano headquarters. As her colleagues like to say, "Dawn taught us how to be Texans." From where to have lunch near the office to providing a few pointers about Texas driving laws, Dawn jumped right in to make sure all employees and new executives felt comfortable. She even explained how critical home pest control is in the Texas summers! Colleagues and executives appreciate Dawn's efficiency and superior communication skills. A master of organization, she makes putting together a meeting with

up to 50 executives and multiple agenda topics look easy. Her execution is flawless, and she's the one to call when you need to put a presentation or meeting together that simply cannot fail. Dawn is comfortable working with the highest-level executives in the company. Attentive and kind, she remembers important days to her coworkers and even brought all the new managers sweet treats on their first-ever Boss' Day. In everything she does, Dawn is an incredibly hard worker whose consideration exceeds what is required of her regular duties, and she eagerly takes on new projects with a determined work ethic, always going Above the Call.

## FINALISTS

Angela Daigle  
EricssonJoni Hinton  
Southwest AirlinesJennifer Jarrett  
Pioneer Natural ResourcesNorma-Jean Lewis  
AT&TLydia Martinez  
Forest Meadow Junior HighTracy Painter  
Methanex

## WINNER

## { THE ACHIEVER AWARD }



## SUSIE WENTWORTH

SENIOR SPECIALIST, SOUTHWEST AIRLINES

Susie Wentworth joined Southwest Airlines in 2013 and has been promoted several times in a few short years because she is such an integral part of the Administrative Support Team. She has demonstrated an admirable ability to excel at any task or project placed in front of her. Among other tasks, Susie administers policies that effect pilots and all flight ops employees, administers and audits FAA-mandated crew access programs, and serves as co-lead on the Emergency Response Team, where she recently guided a cross-functional team through hurricane season. Most recently, she started overseeing COVID reporting, where she automated the daily reports used by senior leaders. Susie is cheerful, positive, and has consistently proven her ability to solve complex problems. She is so trusted for her objectivity

and confidentiality that senior leaders ask for her by name. Susie embodies what it means to be a Southwest Warrior, transforming what could be mundane projects into a fun team effort. Susie demonstrates her "FUN-LUVing" attitude by organizing birthday luncheons and decorating for co-workers' birthdays. In a virtual environment, she continually finds ways to make people feel remembered. She steps in to fill in when other team members are out and has earned the trust of leaders from day one, exemplifying what it means to be an Achiever along the way.

## FINALISTS

Michelle Hale  
The Retail ConnectionAngela Moulton  
EricssonKyle Paschal  
Origin BankJennifer Petry  
Toyota Financial Services/Mazda Financial ServicesJamié Roberge  
Technology Service Professionals (TSP)Martha Thompson  
HALL Park

## WINNER

## { THE ADMINISTRATIVE EXCELLENCE IN PUBLIC SERVICE AWARD }



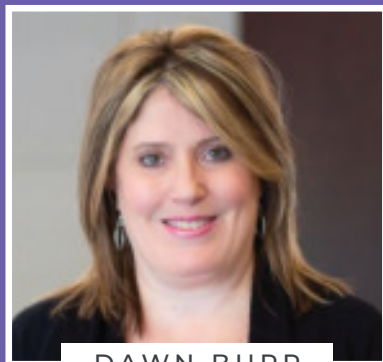
## KAYLIN BURGESS

ASSISTANT TO THE PRESIDENT, TEXAS HEALTH HOSPITAL FRISCO AND UT SOUTHWESTERN

Kaylin Burgess' role as the assistant to the president of the new joint venture hospital project for Texas Health Hospital Frisco and UT Southwestern was dreamed up in a two-room construction trailer. Since then, Kaylin has stretched to provide administrative support in every corner of the project and has done so with the highest standards and support. In opening a hospital from the ground up, Kaylin has been a crucial part of the process, from construction to the grand opening and the day-to-day operations. Kaylin aided the various construction teams and departments in overseeing the specific needs of each area of the hospital and helped manage hiring, interview schedules, and onboarding of the first 50 department heads and managers. As many of the leaders were either new to leadership or new to the THR system, Kaylin was integral in providing knowledge on how to work within the THR system. Further, Kaylin spent hours often working late into the night, helping to craft and format every clinical procedure for each department and service line in the hospital. As a joint venture, she worked to provide continuity between the separate

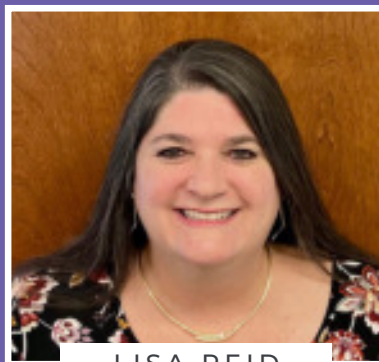
entities, helping to bridge the gap in systems, staffing, and processes. Kaylin has managed all within four months and during a global pandemic. She is a vital member of the team, providing endless support with a steady hand, kind word, and tireless energy. The successful completion, opening, and operations of this new hospital entity project has been managed because of the constant support she has provided—true Excellence in Public Service.

## FINALISTS

Cassidy Brady  
Texas Offenders Reentry InitiativeJoan Montgomery  
City of ArlingtonLamonithal Wiggins  
The Potter's House of Dallas

DAWN BUPP

Finalist for Office Manager of the Year



LISA REID

Finalist for Colleen Barrett Award for Administrative Excellence

CONGRATULATIONS  
TO OUR FINALISTS!

We appreciate all you do!





## FINALISTS



**Niki Harris**  
Southwest Airlines



**Carla Lane**  
First Financial Bank



**Molly Reinsmith**  
Seed Company



**Jennifer Sanders**  
Willis Towers Watson



**Melinda Vail-Goodnight**  
Southwest Airlines

## { THE LEADERSHIP AWARD }

WINNER

## VALERIE JUAREZ

EXECUTIVE ASSISTANT TO CTO, TDINDUSTRIES



Valerie Juarez, Executive Assistant to the Chief Technical Officer at TDIndustries, takes the core values of the company to heart, especially the servant leader value. Her executives, peers, and board members-- past and present--all speak to this and to her willingness to assist anyone with anything. Open, honest, and approachable, Valerie always strives to learn, anticipate, handle, plan, execute, and grow. She has obtained several continuing education and technology certificates — accomplishments that perfectly dovetail into her current role. In her 11 years with TDIndustries, she has become well known as a go-to pro for anything technical and is a valued resource within the company because of her tenure and knowledge of the organization and its policies, procedures, and overall goals. Valerie leads the drive to elevate the administrative profession at TDIndustries, helping other administrative professionals discover who they can become. She wants everyone to succeed and has taken on a mentoring role to ensure no Admin is left behind. Valerie is a consummate professional and handles requests with ease. She is a spirit leader, cheering people on personally and professionally. Valerie starts her day, week, month, and year with the simple question: What can I do to make you more effective? She perseveres in her quests in support of doing anything and everything possible to free up the CTO's time for him to be the best executive he can be. She shares knowledge through teambuilding events, training, and onboarding of new employees. All of this, plus her servant's heart, define the Leadership Award.

## FINALISTS



**Heather Bishop**  
Toyota North America



**Regina Duran**  
Ericsson



**Kathy Mobly**  
H.E.B.



**Gerri Walker**  
Kimberly-Clark

## { THE SPIRIT AWARD }

WINNER

## MARIE VENVELL

SENIOR EXECUTIVE ASSISTANT, EY



Marie Venvell, Senior Executive Assistant at EY, provides a high level of support to multiple partners of the firm, taking care of every possible administrative need—managing multiple complex calendars, coordinating meetings and calls, screening emails, responding on the partners' behalf as requested, arranging travel, expense reimbursement, and coaching peers—to name a few tasks. She is a true reflection of a consummate professional, and her spirit is noticed by everyone she encounters. She has a hand in building a better working world through her high-quality execution and relentless commitment to driving positive change in the EY workplace and in the world. Each year, she helps secure EY sponsorships for worthy causes, including the Texas Women's Foundation, Dallas Holocaust & Human Rights Museum, Boy Scouts of America, Women in Innovation, and National Asian Chamber of Commerce & Entrepreneurship. Through the ups and downs of the processes and budgets, Marie has worked through each with a positive and can-do spirit. She also led charge to host a bi-annual Executive Assistance Luncheon for EAs and the executives they support. Going above and beyond her job description is a common occurrence for Marie. On multiple occasions, though her workload is overflowing, she often lends support to other executives and. Always exhibiting a can-do spirit from planning a conference to solving technical problems for executives and other team members, she doesn't ever quit, until she is satisfied the job is done with the highest standards of quality.

## FINALISTS



**Kelly Alberts**  
Southwest Airlines



**Evette Campbell**  
JP Morgan Chase - Private Bank



**Frances Cervantes**  
Toyota Financial Services



**Vernetta Goza**  
Flowserve Corporation



**Darlene Lincoln**  
Goodson Acura of Dallas



**Diana Mills**  
The Retail Connection

## { THE LOYALTY AWARD }

WINNER

## ROXANNE MCCALED

DIVISIONAL COORDINATOR, GROUP OPERATIONS, NEIMAN MARCUS GROUP



Roxanne McCaleb has been an administrative professional for over 40 years, 25 with the Neiman Marcus Group where she supports Group Operations as a Divisional Coordinator. Roxanne's history with NMG is extensive and spans across multiple divisions. In her 25 years at NMG, Roxanne has undoubtedly seen changes to brands, products, services, opening and closing of locations, as well as ownership and leadership changes. She has remained committed and loyal to NMG throughout, even during changes that would test the resolve of even the most dedicated associate. Remarkably, she does it with joy and passion for the organization and those she works with every day who know "Rox" is the one to call upon anything and everything. A recent example of her perseverance and loyalty, NMG recently recast the direction of its executive assistants, putting their qualifications and abilities to test. Roxanne was assigned to a new division, and despite the emotion of the process, Roxanne maintained a positive outlook, an openness to feedback, and a willingness to push through the change. She has assumed even more responsibilities, demonstrating further commitment and a desire to grow personally and professionally. She has also maintained her energy while adjusting to new leaders amid adapting to working during the pandemic. During NMG's financial restructuring, Roxanne doubled down on her commitment to the organization and support of her leaders, offering encouragement, a willingness to help, and an unwavering commitment to the organization. Her resolve has been infectious and uplifting, making her deserving of the Loyalty Award.



## Congratulations finalists!

With over 50,000 positions filled in the DFW metroplex and 150 years of combined staffing experience; Delta Dallas is a full service recruiting firm with a commitment to helping make the best hire through dedicated focus for both our clients and candidates

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**WINNER****{ THE OFFICE MANAGER OF  
THE YEAR AWARD }****DAWN BUPP****SENIOR EXECUTIVE ASSISTANT, FIRST GUARANTY MORTGAGE CORPORATION**

Dawn Bupp, Senior Executive Assistant, is First Guaranty Mortgage Corporation's go-to person for all organizational needs, from perfecting the small details on a company-wide email to initiating and executing larger company culture initiatives. No matter what is asked of her, Dawn puts in the extra time to exceed expectations. This has been extremely evident during the pandemic, leading organizational efforts to ensure the safety and well-being of employees and keeping executives prepared to continue to work successfully from home. Dawn has maintained her helpful nature as the company has transitioned as a primarily remote workforce, keeping watch on the current data about COVID-19 in the firm's locations across the U.S. so that key executives can make important safety decisions. As Dawn maintains the schedules of four executives, she protects their most precious resource time. She ensures each

meeting and call is necessary and is always asking what more she can do to help make their days smoother and more efficient. Dawn's dedication to her job and the people she serves is exemplary and the reason she was promoted to Senior Executive Assistant. Of course, the work she does is not effortless, but she makes it appear so. She is consistently a valuable resource to the entire organization and an indispensable asset to the executives she assists. Dawn embodies initiative and helpfulness, and her impact is felt throughout the organization.

— FINALISTS —



**Daisy Bostick**  
The Potter's House of Dallas



**Tiana Gifford**  
Methanex

**WINNER****{ THE ROOKIE OF THE YEAR AWARD }****FANNI GAMBERO****FORCE MULTIPLIER & OPERATIONS MANAGER, XM PERFORMANCE**

Fanni Gambero's main role at XM Performance is to support the president as Operations Manager, but because of the company's unique business model, her role is immensely complex which is what led her to earn the unique title of Force Multiplier. Fannie is the control center of the entire business, performing the usual administrative work of keeping an executive's calendar, planning travel, meeting preparation, and logistics. But in just more than two years, Fanni's role has expanded to include keeping clients connected and scheduled with contract consultants, managing the basic controller duties of financial execution, overseeing the company's marketing administrator and weekly marketing execution, and managing the business development funnels and follow-ups to bring in new work. Her

intuition and initiative are noticed by everyone. Gritty and committed to results, Fanni has become familiar with the company's marketing and sales processes and now attends sales calls and assists the sales team to get deals closed and new clients engaged. Her extreme organizational abilities and attention to detail keeps things on track—even during the pandemic. She has even helped coach several of XM's clients through the hiring and onboarding process of their own Executive Administrators. The next step in her vision is to start bringing the small/medium business EAs into a networking and shared learning group, so they can all assist their business owners even better. Her performance and unlimited potential are inspiring, and in such a short time, this Rookie of the Year has fully embraced the company's vision and executes it every day.

— FINALISTS —



**Pamela Allen**  
The Potter's House  
of Dallas



**Tina Batty**  
The Potter's House  
of Dallas



**Karen (Sabrina)  
Carrillo**  
TMX Finance



**Renata D'Elena**  
Southwest Airlines



**Jacqueline De Leon**  
Marsh & McLennan  
Agency

**CONGRATULATIONS TO JACQUELINE DE LEON!**

Your Admin Awards finalist recognition is so well deserved. Thank you for all you do for MMA. We're proud to have you as part of the MMA family!

**MARSH & MCLENNAN  
AGENCY****THANK YOU**

We want to send a huge thank you to the dynamic Administrative and Support staff of The Potter's House and T. D. Jakes Ministries! You are the heartbeat of our organization. Your tireless efforts and administrative excellence does not go unnoticed. Thank you for all that you do every day!

**Congratulations to our Five Finalists  
of the Dallas Admin Awards****Rookie of the Year Award**

**Pamela Allen**  
Volunteer Department

**Tina Batty**  
Pastoral Department

**Office Manager of the  
Year Award**

**Daisy Bostick**  
Volunteer Department

**Administrative Excellence  
in Public Service Award**

**Cassidy Brady**  
Texas Offenders Reentry Initiative

**LaMonithal Wiggins**  
Pastoral Department





# PIONEER

NATURAL RESOURCES

Congratulations to our finalist!

# Jennifer Jarrett

Above the Call Award



## A Quality Choice We Can All Bank On

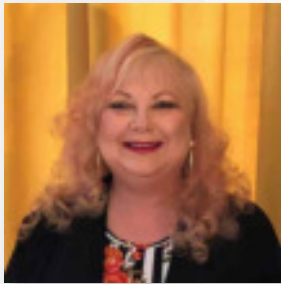
Congratulations to our 2020 Leadership Award Finalist Carla Lane! Thank you for your hard work and dedication. This honor is a reflection of her dedication to First Financial Bank.

Congratulations, Carla!

**FIRST FINANCIAL BANK**  
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Congratulations to our very own

## Vernetta Goza

2020 Loyalty Award Finalist

Thank you for all that you do!



## Toyota congratulates our 2020 finalists!

We are honored to have you on our team.

**Dawn Crowell**  
Above the Call Award

**Debbie Powers**  
The Colleen Barrett Award for  
Administrative Excellence

**Frances Cervantes**  
The Loyalty Award

**Heather Bishop**  
The Spirit Award

**Jennifer Petry**  
The Achiever Award



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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 49th year of service, Dallas-based Southwest Airlines continues to differentiate itself from other air carriers with exemplary Customer Service delivered by more than 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.

## PREMIER PARTNERS



## EVENT PARTNERS



## HOTEL HOST



Congratulations to our Finalist!

VALERIE JUAREZ

GOOD LUCK!

