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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 San Francisco Bay 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.

2020, with 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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Snowflake

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Roche Molecular Systems, Inc.

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of General Counsel
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2020 JUDGES

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

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Nancy Nordberg
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Winner of the Leadership Award
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Michelle Foster
Executive Assistant & Winner of
the Colleen Barrett Award
Sutter Health

Marla Mulligan
Office Manager & Winner of the
Office Manager of the Year Award
Private Ocean

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VP, Human Resources
Jack Morton Worldwide

Jennifer Newman
Director Of Finance And Human
Resources
Studio KDA

Jamillah Spears
Vice President, Human Resources
Energy Solutions

WINNER

{ THE COLLEEN BARRETT AWARD FOR
ADMINISTRATIVE EXCELLENCE }

Jennifer Hiwa

EXECUTIVE SECRETARY TO THE U.S. ATTORNEY FOR
THE NORTHERN DISTRICT OF CALIFORNIA

For certain, Jennifer Hiwa's role as Executive Secretary to the United States Attorney for the Northern District of California is no small one. With more than two decades of experience as an administrative professional, she brings exceptional experience and skill to her position. The U.S. Attorney is vested with tremendous power to protect the public and to uphold the law and must commit wholeheartedly to respect, dedication, and fairness. Jen exemplifies all these traits. Respect. Every day, Jen shows patience, kindness, and firmness as appropriate. Because of the example Jen sets, teammates are regularly reminded that her boss expects the staff to show respect toward the public it serves. Dedication. The U.S. Attorney's Office is hard at work 24/7, and Jen is at the center of all this activity. At any time, day or night, there may be a need for the U.S. Attorney to respond to a member of the office or law enforcement. Most of these inquiries run through Jen who is responsive by phone, email, text, and in person, as necessary. She responds in real time, and her dedication sets a high standard for everyone around her. Fairness. It is not the mission of the United States Attorney's Office to win at all costs; it is the mission of the United States Attorney's Office to win the right way, and to render impartial justice, win or lose. Jen's strong sense of fairness can be seen in the consideration she shows for defense attorneys, who need help to work effectively with their clients. Jen never disrespects the defense and consistently displays fairness, even to those who are courtroom adversaries but also partners in achieving a fair outcome. Jen is the first in her family to go to college. Jen worked her way through college, paying her own tuition and expenses, while excelling in the classroom as a Dean's List scholar. She also earned her Paralegal Certificate and later worked at the San Francisco District Attorney's Office as a victim-witness intake coordinator before taking on the critical role she has today.

FINALISTS



Jessica Ho
Salesforce



Nicole Watkins
Iterable



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 }



JOHNATHAN NGO

EXECUTIVE ADMINISTRATOR, HOTEL NIKKO

Johnathan Ngo earned a degree in psychology with a minor in public health, working for a few years after college in the department of psychology at the University of California, Berkeley as a peer advisor—perhaps the perfect training ground to excel in his current role as Executive Administrator at Hotel Nikko. In addition to assisting the hotel's General Manager, Johnathan does whatever is needed to help the hotel run smoothly and keep guests happy. Coordinating employee events, decorating, working the front desk, folding towels, and even jumping in to help security and housekeeping—if there is a need, Johnathan goes above the call to fill it. He has become an invaluable solution to staffing issues created by the pandemic and recent California wildfires. And

speaking of above the call, Johnathan is also in charge of the hotel's CCO—Chief Canine Officer—and mascot, Buster. Johnathan takes care of Buster, changes his costumes, organizes meet-and-greets with hotel guests, and chaperones the pup during public events. Johnathan isn't afraid to try new things and enjoys interacting with guests, always making them feel at home the minute they arrive. Some colleagues suspect Johnathan must have some kind of superpower to be able to successfully take on responsibilities in all departments, Buster in tow, but he seemingly does it all with great ease. This has been paramount to Hotel Nikko's success in 2020 and the reason Johnathan is appreciated for continually going above the call.

FINALISTS

Jennifer Benson
SalesforceLaura Cowles
Wilson Sonsini
Goodrich & RosatiCourtney Guillen
Grand RoundsKaysha Lopez
RivianLisa Lorenzo
FacebookCassandra Raimond
Intel Corporation

WINNER

{ THE ACHIEVER AWARD }



HEIDI KIELTY

EXECUTIVE ASSISTANT, FACEBOOK

As Executive Assistant supporting three hyper-scheduled executives, Heidi Kielty hit the ground running and learned the role lightning fast. Heidi fully supports three executives as well as the organizations under those executives, leading the charge for organizing team events, health, bonding, and cadences in addition to handling long- and short-term calendaring, team support, and coordination, expense reports and travel, scheduling, planning and supporting events. Her incredible ability to juggle all the activities that come her way is admirable, as are her high standards of excellence. She goes above and beyond to serve the teams she supports and is determined to ensure everything she touches is flawless. A tenured professional, Heidi isn't afraid to have tough conversations to get to the most efficient business outcomes fast. She is resourceful and offers support to investigate problems

or find the right connections. Every day, she has her finger on the pulse of the team, always brainstorming ideas to boost team morale and encourage bonding. Heidi is always responsive, happy to take on a challenge and jump straight into any task with excitement and curiosity. To the directors' relief, Heidi works with balance in mind, making sure they have time to catch their breath and keep work/life balance a priority. An inspiration to everyone she encounters at Facebook, Heidi remains ready to tackle new technologies and pursues continuing education opportunities whenever possible, including a project management certification program and advanced degrees.

FINALISTS

Kris Domingo
MuleSoftTatiana Fox
Raymond JamesAlexis Glenn
YelpSandy Franceschini
ZendeskNettie Mitchell-Brudnick
Salesforce

WINNER

{ THE STRATEGIC PARTNERSHIP AWARD }



SARAH ARNEY

EXECUTIVE ASSISTANT TO THE PRESIDENT, SYSTEM ENTERPRISES OF SUTTER HEALTH

Sarah Arney has worked as an Executive Assistant to the President of System Enterprises of Sutter Health for three years. Executive Assistant may be Sarah's title, but most people within the company say her role can best be described as Chief of Staff. She has become a thought partner and trusted confidant, as the company has engaged in a cultural, operational, and financial turnaround of \$3.8 billion. This wouldn't have been possible without Sarah's acumen, rigor, emotional intelligence, anticipatory planning, and thoughtful counsel. She exceptionally handles the typically expected tasks of her job, such as correspondence, presentation and meeting management, billing/invoicing, budget management, and representation of the division. However, she has exceeded these responsibilities and provides input and guidance on key points of relationships, interactions, and communication. She doesn't hesitate to provide recommendations and is mindful of the organizational dynamics within Sutter. Sarah is honest, acts with integrity, and is a good steward of the organization's resources. She was instrumental in successfully pulling off the 2019

System Enterprises Leadership Retreat. The more than 120 executives who attended rated it one of the best events they have ever attended at Sutter Health. Sarah exemplifies Sutter Health's values, and she is an integral part of the team, seeking to collaborate in the division on different and new approaches. Oh, and if this isn't enough, Sarah is able to successfully juggle and execute all of this at work while balancing at-home responsibilities as the mother of 1-year-old triplets!

FINALISTS

Ava Espinoza
Mozilla CorporationAlexis Hawkins
YelpAlison Lloyd
Zendesk

CONGRATULATIONS

Chloe
Sherrill

We appreciate YOU every single day.

SEPHORATECH

THE ADMIN AWARDS IS
PROUD TO PARTNER WITH

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

FINALISTS



Tricia Bello
Salesforce



Carrie Campos
FinancialForce



Emily Fisher
MuleSoft



Maria Jenkerson
Splunk



Kristen Lee
Modern Health



Helena Martins
Salesforce

{ THE LEADERSHIP AWARD }

WINNER

MAGGIE JACOBS

EXECUTIVE ADMINISTRATOR, 6SENSE



It's not uncommon to hear leaders at 6Sense describe Executive Administrator Maggie Jacobs as "a company executive in her own right." Maggie has developed into a widely respected 6sense leader in the past five years, most recently becoming a stand-out for perfecting a balancing act in the transition between her role supporting the founding CEO and supporting a new management team. She has worked diligently and tirelessly to become a trusted advisor to each of the CEOs and has become a steady resource for the staff who have depended on her leadership after the company had to "pivot" a few years ago. In addition to leading a bi-weekly call for 300 people, she is well regarded for her productivity "hacks" that have had a direct impact on sales reps hitting their quota and boosting company performance metrics. Maggie is an effective communicator who engages team members of all functions and levels; she knows how to communicate and interact to get the best out of everyone. "Yes, and" is the company motto, and Maggie exemplifies this in every way. Clever and creative, Maggie has a natural ability to make everything work. Poised, respectful, and courteous, she is a natural leader and is always eager to share her own tips on helping others become more efficient and effective. In fact, she self-published a book, "The Elevated EA," to share her story and inspire others in her field. She pushes peers and executives to become even better. Her selfless, thoughtful attitude improves the company, the team, and individuals. She has been described as the company's EQ and IQ. Her drive to always do more and do better—and encourage others to do the same—is relentless and among the many reasons she is a true leader.

FINALISTS



Felice McCallum
Sutter Health



Kamryn Ormonde
Itron



Vicky Siu
Zendesk



Lisette Velado
Affinity

{ THE SPIRIT AWARD }

WINNER

ROBIN GREELY

SENIOR EXECUTIVE ADMINISTRATOR, ROCHE MOLECULAR SYSTEMS, INC.



Robin Greely embodies "spirit" every day. Her positivity elevates people, the department she serves, and the company. A Senior Executive Administrator at Roche Molecular Systems, Robin's superlative skills and incredible work ethic have had a positive impact on a broad range of people. The myriad of practical details she executes each day allows the CEO to focus on being a company leader. For example, her can-do spirit has been the calm the company needs amid the chaos of COVID-19. Facilitating the scheduling of critical meetings at short notice and helping the CEO set ever-changing priorities all before 6 a.m. are just the beginning. Dependable, efficient, anticipatory, and positive, Robin anticipates critical needs before they are ever expressed. She has become the company's de facto Chief Financial Officer and a Chief Operating Officer, and her seat is considered among the most important at the table. Without prompting, she has handled the company's budget which requires detailed knowledge of the accounting system. She is entrusted with this because she thinks holistically and strategically, plans proactively, and has a fundamental personal ethos of integrity. She is also responsible for hiring for open administrative positions and on-boarding of new admins and is entrusted with identifying individuals who will be important contributors to RMS' mission and success. She is often relied upon at the highest levels to give input on important initiatives. Robin is the perfect representative for RMS and a stealth recruitment resource: logistical perfection, all while being unfailingly kind.

FINALISTS

{ THE LOYALTY AWARD }

WINNER



Rhonda Ferreira
HPE



Jill Stanghellini
ACME Capital

SCARLETT CORRAL

EXECUTIVE ASSISTANT, WILSON SONSINI GOODRICH & ROSATI



Without question, contributing nearly two decades of work to a company defines loyalty. Because of her tenure with Wilson Sonsini Goodrich & Rosati, Scarlett Corral brings excellence and unmatched experience to everything she does in her role as Executive Assistant. A dedicated team player, Scarlett is trusted by everyone at the firm with highly confidential information, and she handles the information entrusted to her with the utmost care. Resourceful and caring, she is admired for always keeping her composure when working with a variety of personalities and is willing to lend a helping hand even when juggling all of her responsibilities—and then some—at once. It's not uncommon for Scarlett to encounter challenging situations. Each time, she meets the challenge without complaint and keeps a positive attitude. No matter the situation, she does the right thing. Scarlett is a team player who goes above and beyond, often working behind the scenes to get the job done. In fact, it's not uncommon for Scarlett to work well into the evening to ensure those she supports have everything they need to succeed for the following day or week. During times when it seems colleagues may be pitted against each other, Scarlett steps in to strengthen bonds and encourage teamwork. She is an effective communicator whose great sense of humor can bring a welcome break in tense situations. Scarlett isn't accustomed to having a spotlight shined on her hard work and loyalty, preferring to pat others on the back for a job well done, which is one reason her colleagues are delighted she finally gets the recognition she deserves with The Loyalty Award.

Maria Jenkerson

Leadership Award Finalist

Thank you for your dedication, commitment to excellence & spirit.
We're so proud of you!

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WINNER**{ THE OFFICE MANAGER OF THE YEAR AWARD }****WENDEE SOTO****OFFICE MANAGER, SENIOR EXECUTIVE ASSISTANT, MCGRATH RENTCORP.**

When you think about all that goes into managing a busy office, it's difficult to imagine having the acumen and patience to do it all. Wendee Soto is that rare, indispensable employee who possesses this acumen. As Office Manager for McGrath RentCorp., she wears many hats. Her job duties include supporting all corporate officers of the company, handling facilities-related requests, event planning for hundreds of people, and travel coordination, along with being the program administrator the company's corporate credit card program and expense management systems. Organized, conscientious, diligent, professional, amenable, helpful, and genuinely caring, Wendee makes valuable connections wherever she goes. Everyone is always surprised she isn't a certified meeting planner, as she expertly checks off venue space needs, managing attendees, air and lodging details, scheduling challenges, transportation, space configuration, meals, AV equipment, and more.

When the company's office was closed during the pandemic, Wendee took charge of ensuring company safety protocols were in place and met. CEOs trust there is no "ask" that Wendee can't answer, including the management of a complete facility remodel. Somehow, she can make supporting multiple executives at one time look easy! She is the consummate professional and the office manager everyone wants on their team. Her dedication to her job and her teammates is unwavering. As one colleague so aptly says, "I feel very lucky to work for a company that feels like a family. Wendee plays a big part in making that possible."

FINALISTS

Aimee Crecy
Robert Half



Dan LaFever
Stifel Financial



Jessica Mierau
Vivino



Kelton Zenishek
Firewood

WINNER**{ THE ROOKIE OF THE YEAR AWARD }****KAIT MCKEE****EXECUTIVE ASSISTANT TO CEO AND CHAIRMAN, RESILIENCE**

Teams sign rookies based on their individual potential; championship teams are the beneficiaries of these rookies. In just under two years at Resilience, rookie Kait McKee has provided exceptional value and impact to Resilience's championship team. Kait is the Executive Assistant to the CEO and the Executive Chairman of Resilience. This is her first EA role, and in record time she has mastered it. In a company with more than 45 employees and contractors across the U.S. and Mexico, Kait has been the glue that keeps the team together on multiple levels. She maintains and coordinates calendars, travel, and logistics and keeps executives on time and in the right place. She finds ways to proactively prepare the leadership team to ensure they enter new challenges armed with the information needed to succeed, all while learning new systems and approaches that increase her own efficacy,

reach, and impact. Kait proactively took on new challenges in her self-appointed role as Vibe Director by ensuring all team events are fun, organized, and attended, and she adds a personal touch for every team member at each event. She also tracks work anniversaries, personal milestones, and ensures the company celebrates each one—everything from a gift of favorite craft beer delivered across the country to personalized onesies for newborn twins. To celebrate a recent launch of a new product, Kait found a cocktail delivery service and sent a kit to each employee's home so everyone could raise a virtual toast to share in the success. On all levels, Kait has gone above and beyond the expectations of her role to deliver exceptional value and demonstrable impact—a Rookie of the Year who is destined to build upon her early success.

FINALISTS

Arica Nader
Yelp



Jessica Ruiz
Zendesk



Chloe Sherrill
Sephora



Angelica Simmons
Salesforce



**KEEP CALM
AND
CARRIE ON**

**CONGRATULATIONS
CARRIE CAMPOS**
ON BEING NAMED A FINALIST
FOR THE LEADERSHIP AWARD.
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Congratulations to our finalists



Vicky Siu
Spirit Award



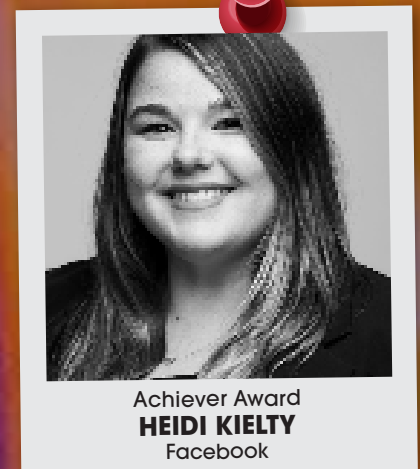
Jessica Ruiz
Rookie Of
The Year Award



Alison Lloyd
Strategic
Partnership Award



Sandy Franceschini
Strategic
Partnership 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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“NEXT TO EXCELLENCE
IS THE APPRECIATION OF IT.”

– William Thackeray