

DALLAS | FORT WORTH

ADMINAWARDS®

PRESENTS

GOOD AS GOLD

Live!

A REGIONAL CELEBRATION OF
ADMINISTRATIVE EXCELLENCE

SATURDAY, OCTOBER 16 | 7PM
VIA LIVE STREAMING

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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 in 2020, the executive community went the opposite direction. Business leaders began reaching out to us inquiring about our 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 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! 2020-2021, 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 and 2021, with all the 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 have as much fun at Dallas/Fort Worth 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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Heather Bishop
Toyota Motor North America

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2021 JUDGES

Dawn Bupp
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Director, Client Development, Healthcare

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Mia Lane
Executive Assistant, McAfee

Lynn Fisher
Vice President, Rosewood Foundation

Danielle Rugoff

Lifetime Achievement Award JEANNETTE CASTELLANO

The 2021 Dallas/Fort Worth Admin Awards marked the 10th anniversary of the Admin Awards created by the daughter of a retired Executive Secretary, Sunny Nunan. Sunny's Mother, Jeannette Castellano, is the inspiration for this program that began in Dallas in November of 2012 and today is in 10 cities across the U.S. Jeannette was a career Executive Secretary and Corporate Receptionist before retiring just shy of her 80th birthday. In honor of the Admin Awards' 10 year anniversary, a new award was created that was presented to Jeannette at the 2021 DFW Admin Awards, The Jeannette Castellano Lifetime Achievement Award for being the inspiration for this program that would go on to positively impact thousands of lives each year across the U.S. This award will be presented in the future to Administrative Professionals whose impact through the Profession extends beyond their organizations and leaders – and significantly impacts the greater community.



CONGRATULATIONS!



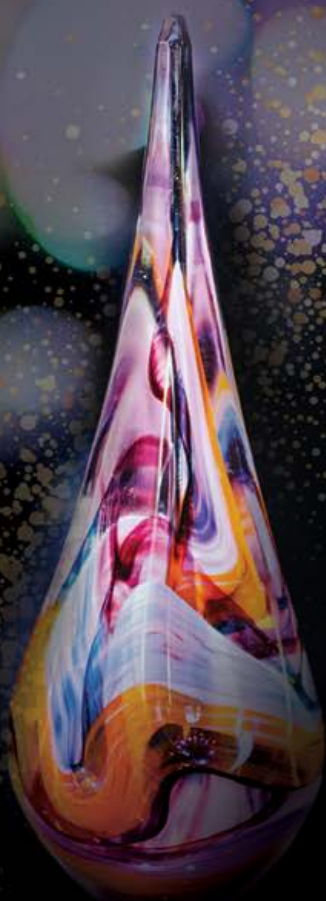
ERICSSON

Recipient of the

FOUNDER'S AWARD

for Creating an Exceptional Work Environment
for Administrative Professionals

- | | |
|----------------------------------------------------------------------------------|-----------------------------------------------------------------|
| <input checked="" type="checkbox"/> Career Advancement | <input checked="" type="checkbox"/> Recognition |
| <input checked="" type="checkbox"/> Career Pathing | <input checked="" type="checkbox"/> Executive Sponsor |
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CONGRATULATIONS TO OUR 2021 FINALISTS!

We are honored to have you on our team.

Gina Aplin

Above the Call Award

Teryie Johnson

Above the Call Award

Alice Howard

Spirit Award

Melinda Hicks

Above the Call Award

Jennifer Jones

Leadership Award

Jeannie Regan

Rookie of the Year Award

Anita Lutz

Strategic Partnership Award



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 WINNER

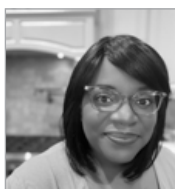

Missy Fenton

EXECUTIVE ADMINISTRATIVE ASSISTANT,
TRUST OFFICER, FIRST FINANCIAL
TRUST AND ASSET MANAGEMENT COMPANY

{ THE COLLEEN BARRETT AWARD FOR
ADMINISTRATIVE EXCELLENCE }

Missy Fenton is Trust Officer at First Financial Trust & Asset Management Co., a profession that demands accuracy, confidentiality, and trust, along with the skill to deal with more than 600 clients with assets exceeding \$2 billion. Not only does Missy execute her massive responsibilities with tremendous efficiency and expertise, but she's also adored by employees and clients. She has accompanied elderly clients to the grocery store, has prayed with clients over the phone when they were struggling, and has even met clients in the ER when their families were not available. Missy is equally generous to employees, always recognizing major milestones in their life and offering encouragement in good times or bad. She is instrumental in organizing companywide events, including the Annual Shareholders' Meeting and Christmas Open House, and serves the greater community as a top-level fundraiser for the American Heart Association Heart Walk, where she has raised more than \$10,000 in a single year. Missy approaches everyone with a servant's heart — she's truly First Financial's most valuable asset.

FINALISTS



Rose Horne
*The Potter's House
of North Dallas*



Joni O'Bleness
*Texas Health Harris Methodist
Hospital Southlake*



Brynne Pinho
*National Roofing
Partners*



Lisa Reid
*First Guaranty
Mortgage Corporation*



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 }

**EVELYN JOHNSON****CENTER ADMINISTRATIVE COORDINATOR,
SOUTHWEST AIRLINES**

Evelyn Johnson is Center Administrative Coordinator at Southwest Airlines, where her many contributions to the operation have not gone unnoticed — in fact, she has positively impacted so many people at Southwest that she's earned praise from assistants, frontline reps, senior managers, and even CEO Gary Kelly. In her role, Evelyn has helped build key community relationships with organizations such as the Boys and Girls Club, contributed to Southwest's enterprise Diversity and Inclusion Team, was a key driver in the company's 2020 Leadership Summit, and enthusiastically shares her expertise with other Admins through personal mentorship and the organization of teamwide Lunch & Learns. She is known for taking any idea or suggestion from the Southwest Leadership Team and building an entire experience around it. Even during the pandemic, she ensured that frontline employees and leadership had the necessary supports in place to not just succeed but thrive. Evelyn is a true leader among her peers, and an invaluable asset to the Southwest culture.

FINALISTS

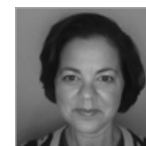
**Gina Aplin**
Toyota Motor
North America**Laurie Hart**
Salesforce**Melinda Hicks**
Toyota Motor
North America**Teryie Johnson**
Toyota Motor
North America**Hillary Pennartz**
Rotary Club of Dallas**Judi Sambol**
JAH Realty, LP /
TriGate Capital, LLC**Carrie Thomas**
Medical City
Healthcare**Elisa Tiffie**
Marsh & McLennan
Agency**WINNER**

{ THE LEADERSHIP AWARD }

**JENNIFER JONES****ASSISTANT TO AN OFFICER,
TOYOTA MOTOR NORTH AMERICA**

Jennifer Jones is Executive Assistant at Toyota Motor North America, where she supports members at various levels of the organization, from departmental support to executives. During her tenure, she has developed a catalog of resources to help other Admins complete tasks more efficiently; completed training for Problem Solving, Workplace Violence, Toyota Motor North America Business Practices, and Strategic Planning; and has facilitated those trainings to corporate partners. During the pandemic, she coordinated COVID responses within TMNA's DFW location and with manufacturing plants, and developed a process to ensure all mail was received by the appropriate team member in a timely manner. Additionally, Jennifer spearheaded a method to track due dates for various activities to ensure decisions are made in time for next actions. Though Jennifer's responsibilities have increased year after year, she never fails to impress with her commitment to continued learning as a means to provide the best support possible. She is the true definition of leading by example.

FINALISTS

**Andrew Gaman**
Executive Medicine
of Texas**Susan Green**
Pioneer Natural
Resources**Terri Kantzos Jones**
Stearns Lending**Angela "Skoobie"
Lynch**
Southwest Airlines**Lee Anne McNally**
Capital One**Caroline Prudhomme**
FedEx Office**Cathy Nardi**
Ericsson**Congratulations
Diovanne Uria****2021 Admin Awards Finalist
The Strategic Partnership Award****intuit.**

Thank you for your continued hard work and dedication. We are truly lucky to have you as part of our team!

WINNER

{ THE LOYALTY AWARD }

**KEVIN LYNCH****PROGRAM COORDINATOR II,
UT SOUTHWESTERN MEDICAL CENTER**

Kevin Lynch is Program Coordinator — TAGME III, at UT Southwestern Medical Center, where even a cursory rundown of his responsibilities involves too many items to list. Despite the numerous obligations that come with coordinating fellowship programs in Pediatric Emergency Medicine and Pediatric

Infectious Disease, Kevin always tackles his tasks in a timely and courteous manner. He's known for his detailed knowledge of the programs' operations, for keeping the program directors up to date on incoming tasks, and for reminding fellows of tasks due. Kevin also is the go-to expert for other program directors as well, to whom he is unwaveringly gracious with his time and attention — a testament to his willingness to help individual people and programs succeed so that all people and programs can succeed. In fact, every graduated fellow who has worked with Kevin has cited him as key to their personal success in the program — one of just many reasons he is a valued member of the UT Southwestern team.

FINALISTS



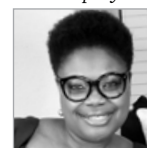
Toni Carr
Andrews Distributing
Company



Debbie Curfman
Medical City
Lewisville



Patricia Farinelli
Ericsson



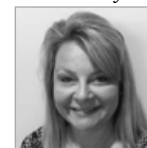
Ingrid Lias
The Potter's House of
Dallas



Teresa Milligan
Medical City
McKinney



Karen Pitts
Medical City
Healthcare



Kristy Steger
Intrepid USA
Healthcare Services

WINNER{ ADMINISTRATIVE EXCELLENCE
IN PUBIC SERVICE AWARD }**BARBRA BIDOT****DIVISION MANAGER ADMINISTRATIVE AND OFFICE
SERVICES/SENIOR EXECUTIVE ASSISTANT,
MEDICAL CITY HEALTHCARE | NORTH TEXAS
DIVISION OF HCA HEALTHCARE**

Barbra Bidot is Division Manager Administrative and Office Services, Senior Executive Assistant to Division President and VP Strategic Planning at Medical City Healthcare. Barbra's

previous administrative career working directly with transplant patients has helped her soar in her current role of assisting leaders and ensuring smooth office operations at Medical City's division office. When many employees shifted to remote work during the pandemic, Barbra stayed in the office, often serving as a troubleshooter for various technical and logistical challenges. During surges in COVID-19 cases, Medical City Healthcare's core leadership team connected at least twice daily on command center calls, and Barbra was a vital part of those activities. Like many essential leaders, she also connected with her team of Executive Assistants on weekends, helping them plan how to best care for the community within their own areas of expertise. Barbra's commitment to building and maintaining a strong team environment for the good of all stakeholders is truly inspiring — and core to the mission of Medical City Healthcare.

FINALISTS



Maria Baylock
University of North
Texas



Tameka Ellis
UT Southwestern
Medical Center



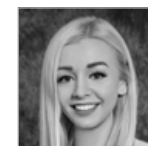
Sanita Garrett
UT Southwestern
Medical Center



Sherrie Goodson
LifeCare Hospital of
North Texas



Megan Maynor
AdvanceNet



Anastasia Novik
Medical City
McKinney



Darcy Shepherd
The Potter's House of
Dallas



Donna Swan
UT Southwestern
Medical Center

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WINNER

{ THE ACHIEVER AWARD }



CINDY CHANDOS

**SALES OPERATIONS MANAGER,
CLEOD9 VOICE**

Cindy Chandos is Sales Operation Manager at Cleod9 Voice, but “force of nature” might be a better title. Cindy consistently proves her knack for understanding key business processes and communicating them to leadership in a manner that paves the way for the company to thrive. Prior to her current role, she was invaluable in helping her CEO diagnose sales woes that led to a complete sales turnaround for their company. And when that turnaround placed pressure on aging CRM software, it was Cindy who realized an overhaul was necessary and worked tirelessly to show how gains in efficiency and process improvement would provide ROI. Her achievements were so incredible that her CEO convinced her to join him in a new role at Cleod9, where she already has helped to select and implement a new CMS and business operating system. Cindy’s love for streamlined processes has positioned Cleod9 to handle its planned growth, enabling increased revenue flow — and distinguishing Cindy as a key player in the company’s success.

FINALISTS



Angela Daigle
Ericsson



Deonta Forrest
The Potter’s House
of Dallas



Danette Hovland
Ericsson



Melissa Lawson
Old Republic National Title
Insurance Company



Conchita Menefee
Thomson Reuters



Laurie Wesson
BBDO

WINNER

{ THE STRATEGIC PARTNERSHIP AWARD }



CHASITY CHAMPION

**EXECUTIVE ASSISTANT TO THE PRESIDENT,
MASTERMINDS LEADERSHIP**

Chasity Champion is Confidential Assistant to the President at MasterMinds Leadership, where she repeatedly proves her value as a strategic partner by bolstering the success of her leaders and clients. Over the past 18 months, Chasity leveraged her previous experience in remote work to support the entire company and its clients — in one case, she walked a VP through every aspect of Zoom so that he could feel comfortable and confident in his first online training session. She also has demonstrated her commitment to helping EAs grow in their roles, even designing a 90-day program to build stronger communication between executives and their assistants. Additionally, she improved the Quarterly Business Review process by building templates for agendas and PowerPoints to share with MasterMinds’ clients and creating videos to share with EAs so they would know exactly how to prompt and prepare the QBR participants. Chasity’s thought leadership has won her the respect of every client the company serves — she’s truly a standout on any team.

FINALISTS



Renata D'Elena
Southwest Airlines



Kim Delvo
CARCON Industries /
STL Engineers



Olga Gonzalez
Ziosk



Anita Lutz
Toyota Motor
North America



Angela Shenkenberger
Ericsson



Diovonne Uria
Intuit

Congratulations to all of our finalists!

BARBRA BIDOT
Medical City Healthcare

DEBBIE CURFMAN
Medical City Lewisville

MONICA DEMAR
Medical City Fort Worth

CHRISTY HICKS
Medical City Lewisville

TERESA MILLIGAN
Medical City McKinney

ANASTASIA NOVIK
Medical City McKinney

KAREN PITTS
Medical City Healthcare

CARRIE THOMAS
Medical City Healthcare

Thank you for all you do, every day.



Medical City Healthcare

WINNER

{ THE SPIRIT AWARD }

**KATHY ADAMS****EXECUTIVE ASSISTANT,
WILLIS TOWERS WATSON**

Kathy Adams is Business Support Specialist at Willis Tower Watson and “support” is exactly what she offers. Not only does she assist the company’s leaders in a variety of areas, she also coordinates team events such as meetings, lunches, and celebrations, as well as client and marketing meeting events. Kathy also supports the team on the tools and technology used for internal communication, organization, connection, and delivery to clients. Despite that workload, Kathy always steps in to help with her trademark positivity to tackle any additional tasks requested. She initiated a weekly email that includes important updates, technology tips, helpful links, team happenings, and an inspirational quote or message. It’s Kathy’s mission to lift everyone up, especially other Admins, which she has done through coordinating the “Admin Angels” group. Through the group, Kathy has shared her extensive experience with the team, always finding new, positive ways to provide encouragement. No matter the challenge, Kathy always emerges from it wiser, stronger — and willing to share.

FINALISTS

**Christy Hicks**
*Medical City
Lewisville***Alice Howard**
*Toyota Motor
North America***Maurice Johnson**
*The Potter's House
of Dallas***Wynette Randolph**
Capital One**Angela Rosato**
Ericsson**Linda Carmichael**
Tom-Quinn
Marsh & McLennan Agency**Debbie Trautman**
Dye & Tovery, LLC**Kelli Turner**
*Rubicon
Representation, LLC***Kristine “Krissey”
Van Brunt**
Southwest Airlines**A Quality Choice We Can All Bank On**

Congratulations to our 2021 Colleen Barrett Award Finalist Missy Fenton! Thank you for your hard work and dedication. This honor is a reflection of her dedication to First Financial Trust.

Congratulations, Missy!
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2021 Dallas Admin
Awards
**Congratulations
Ericsson Finalists!**

**Angela Daigle**
The Achiever Award**Danette Hovland**
The Achiever Award**Patricia Farinelli**
The Loyalty Award**Angela Shenkenberger**
*Strategic Partnership
Award***Angela Rosato**
Spirit Award**Cathy Nardi**
Leadership Award

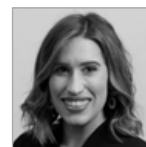
WINNER

{ THE ROOKIE OF THE YEAR AWARD }

**MONICA DEMAR****EXECUTIVE ADMINISTRATIVE ASSISTANT,
MEDICAL CITY FORT WORTH**

Monica Demar is Executive Administrative Assistant at Medical City Alliance, where she consistently shows an intense desire to learn and do more. Monica's personal and professional resilience is unparalleled and on display daily as she constantly takes on new and challenging opportunities to grow her administrative skills. She gracefully handles situations that often fall outside her job description, and everyone from staff and patients to families and vendors rely on her because of her friendly, open-door policy. When the Chief Nursing Officer asked her to get the dwindling volunteer program back on track, Monica accepted the challenge, and within several weeks the program was once again thriving. She also spearheads the hospital's community service projects, including one in which a tree is planted to honor patients who lost their lives to COVID — an initiative that garnered Medical City Alliance positive media attention. Regardless of the task, Monica is detail oriented, resourceful, devoted, and respectful — the kind of employee who makes her bosses shine.

— FINALISTS —

**Alyssa Barry**
Southwest Airlines**Rylee Fife**
UT Southwestern
Medical Center**Alyssa Fritzke**
Keller Williams
Allen**Mark Krajewski**
First Guaranty Mortgage
Corporation (FGMC)**Jeannie Regan**
Toyota Motor North America

rh Robert Half®
**Party Popper
Picture Time!**

WINNER
DIOVANNE URIA
INTUIT



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**Elisa Tiffée**
Above the Call Award
Finalist**Linda Tom-Quinn**
The Spirit Award
Finalist

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