

ADMIN AWARDS®

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A LETTER FROM THE ADMIN AWARDS



The 2022 Houston Admin Awards Good as Gold Gala marks a milestone with so many reasons to celebrate. This evening is a return to our in-person format after two long, but tremendously gratifying years of being virtual. After arguably one of our generations' most cataclysmic events, we are back, celebrating the amazing spirit, heart and expertise of the country's intrepid Administrative Professionals.

As I reflect on the evening and attending my first Houston Admin Awards Gala, I feel compelled to identify the common denominator, the thread that runs through this honorable endeavor to celebrate the most important group of professionals. It's generosity.

The generosity of the amazing Houston Advisory Board. These passionate Admins, who already shoulder the burden of their intense jobs, family obligations and life's curveballs, spent hours of their own time advancing our mission to ensure that every Admin doing excellent work has the opportunity to be recognized through the Admin Awards program. They are our VIP's, and many of them also volunteered to help us set up and work the Gala. We love them dearly.

The generosity of extremely busy Executives and teams positively impacted by their Admins' great work, who take time out of their busy schedules to write thoughtful nominations and participate in all the activities, like the Tribute Video, to ensure that their Finalists and Admins feel their support and admiration through their generous contribution of time and resources.

The generosity of our independent Board of Judges, including the legendary Colleen Barrett, who volunteer many hours to evaluate nominations and determine our Finalists and Winners. They take it seriously and agonize over their decisions as they go through the process.

The generosity of our Sponsors, who not only provide critical funding that enables the Admin Awards to thrive, but all the additional things they do "just because" they believe so strongly in our mission and the value of Administrative Professionals. From helping us raise awareness, and nominating, to providing major prizes, they reach well beyond their own business interests in their many contributions. We are so fortunate to have a strong family of long-term Sponsors who demonstrate their passion in so many unique ways.

Most importantly, Administrative Professionals are generosity personified! It shouldn't surprise us that their very nature inspires generosity in all who are impacted by them. Though it is likely not written into any job description, Admins are inherently generous with their time, hearts, and actions. Every day, we encounter Admins with amazing credentials who are prime candidates for being nominated and who are much more focused on having their peers recognized than they are on themselves. It inspires us to see Admins who are eager to see one of their peers in the spotlight. This attribute of generosity is no more pronounced than with Administrative Professionals and it motivates us every day!

From the entire Admin Awards organization, congratulations to this year's Finalists and Award Winners, you all deserve your time in the limelight! And thank you to everyone who made this evening possible – the Houston Advisory Board, the Board of Judges, busy Executives and their teams and our wonderful Sponsors. We are forever grateful for the copious amounts of generosity that bring us together and enable us to honor and celebrate Houston's Administrative Professionals!

Leslie Shelton
VP, Strategic Partnerships

2022 JUDGES

Colleen Barrett
President Emerita
Southwest Airlines

Kimberly Tuttle
Sr. Executive Admin
TechnipFMC

Hannah Holmes
Executive Assistant
Method Architecture

Cassandra Anderson
Executive Assistant
Texas Childrens

Leigh Newton Alvarez
Director of Human Resources
Intercontinental Houston

Sajal Javid
Director of Human Resources
Alley Theatre

Lou Lindsey
Executive Assistant to COO
AIG

Kassandra Martinez
Executive Assistant
Baker Hughes

Pam Gerber
Executive Director
The Fibroid Institute

Miho Higashide
Administrative Manager
Osaka Gas USA

Sherry Parsons
Executive Assistant

Sharon Bell
Executive Assistant

Carmen Martin

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Marcy Candela
Platinum Copier Solutions

Kassandra Martinez
Baker Hughes

Nkemdilim Ibekwe
University of Houston



WINNER



COLLEEN BARRETT AWARD FOR ADMINISTRATIVE EXCELLENCE

VICKIE HENRICHSEN

ADMINISTRATIVE SPECIALIST, KBR / NASA

Vickie Henrichsen is Administrative Specialist for KBR / NASA, where she most recently has supported the organization's expanded space efforts. The 24/7 schedule of the International Space Station requires a special level of commitment, which Vickie demonstrates without fail — there have been days when she's returned to work as late as 11 p.m. to make sure the on-console flight controllers receive a late-night dinner. She has built partnerships with NASA customers, is highly respected by astronauts and senior management, and collaborates and shares her experience in the aerospace industry with her Admin team so they can better understand the administrative processes required to support astronaut training. Vickie is a passionate advocate for Human Space Flight and shares that passion with the community, interns and new Administrative Professionals. Her "can-do" spirit inspires those around her, and her resourcefulness ensures tasks are completed in a highly professional manner. To say her work ethic, expertise and demeanor are "out of this world" is truly an understatement.

FINALISTS



Lorna DeArmond
KBR



Nancy Garcia
Cheniere Energy



Jeniffer Kling
Camden Property
Trust



Julia Melendez
Marathon Oil



Nicole Stefftgen
Motherhood Center

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."**

- Colleen Barrett

LEADERSHIP AWARD

WINNER



CRYSTAL ROBERSON

PROGRAM DIRECTOR, UT MD ANDERSON CANCER CENTER

Crystal Roberson is Program Director for UT MD Anderson Cancer Center, where she quickly established herself as the go-to leader for any and everything in research administration. Her ability to navigate institutional policies, and then train her team and others in their application, was so exemplary that she received the Excellence in Research Support award at the 2018 Division of Cancer Prevention Employee Recognition Awards — a program that recognizes one employee per division for their extraordinary support. Crystal's caring and approachable demeanor, problem-solving skills and emotional intelligence have

earned her the respect of peers, direct reports, one-ups and institutional leadership. Her office door is always open, literally and figuratively, and she embodies the word "leadership" in multiple ways — she is respectful, kind and always makes time for her employees. Crystal is a rare combination of knowledge, efficiency and compassion, solidifying her reputation as one of the best team members at MD Anderson and a key reason for its high morale.

FINALISTS

Matthew Dulawan
Robert HalfStephanie Huck
Cheniere EnergySusanna Perez
ExxonMobil

ABOVE THE CALL AWARD

WINNER



PATRICIA DUGAS

PROJECT CONTROLS SPECIALIST, CHENIERE ENERGY

Patricia Dugas is Project Controls Specialist for Cheniere Energy, and in her 45 years of Admin experience, she hasn't just done it all — she's done it all spectacularly well. Better known to her colleagues as "Miss Pat," she is a master of customer service who proves day in and day out there's no task she can't — or won't — tackle, from building calendars and databases to ordering and tracking millions of dollars of inventory. But it's her caring nature that truly sets her apart. Miss Pat mentored new Administrative Professionals when Corpus Christi and Midship Pipelines were commissioned and spent weeks in South

Texas and Oklahoma guiding new employees on what was required to meet Cheniere standards. While most people can only plug into an already established process that flows smoothly, Miss Pat has the rare ability to create or improve a process. She consistently keeps the pipelines — and the business — flowing in the right direction.

FINALISTS

Chantelle Deitrich
Cheniere EnergyBarbara Henslee
HP, Inc.Angie Pecina
UT MD Anderson
Cancer CenterPilar Perez
Southwest AirlinesKristen Turpen
First Community
Credit Union

STRATEGIC PARTNERSHIP AWARD

WINNER



ROBIN HENSLEY

EXECUTIVE ASSISTANT, HESS CORPORATION

Robin Hensley is Executive Assistant at Hess Corporation, where she is routinely described as one of the most committed and passionate EAs her leaders have ever worked with. She consistently goes above and beyond normal administrative duties by participating in and contributing to the business, its people and processes, and development discussions and plans. Robin regularly makes actionable suggestions that improve organizational effectiveness and engagement — no small task considering she manages administrative responsibilities for the broader Hess Midstream organization in addition to

directly supporting the President and COO, CFO and ELT. The "Hess Way of Working" is based on driving continuous improvement by building effective teams and trusted relationships, and Robin's strongest skill set is her way of working. She is approachable, inquisitive, industrious and, most importantly, kind. Her steadfast commitment to supporting the entire organization has improved communication, collaboration and the performance of the organization — and makes Hess Midstream a better place to work for everyone.

FINALISTS

Monique Brotzman
Alera GroupMeredith Hayes
DaVitaFrances Hoover
TNT Crane & Rigging

“NEXT TO EXCELLENCE
IS THE APPRECIATION OF IT.”

— William Thackeray

ADMINISTRATIVE EXCELLENCE IN PUBLIC SERVICE AWARD

WINNER



JESSICA CREAMER

PROGRAM DIRECTOR, B.I.G. LOVE CANCER CARE SERVICES

Jessica Creamer is Program Director for B.I.G. Love Cancer Care Services — a role that's perfect for a person with a heart as big as hers. Jessica oversees programs for Texas Children's Hospitals in Houston and The Woodlands and for M.D. Anderson, and she personally ensures that any family whose child is diagnosed with cancer receives everything they need, whether that be food, toys, clothes or toiletries. She even searches for special items and makes sure every child gets exactly what they asked for. In addition, she handles all of B.I.G. Love's fundraisers and events, and travels from one hospital to the other spreading joy

to those who need it most. In fact, she's so committed to the organization's mission that she was on her computer putting in a lift request while in labor with her third child last year. Jessica is the embodiment of her motto, "Hang tough, laugh hard and lend a hand."

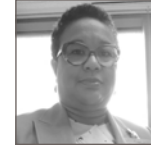
FINALISTS



Norma Lemon-Turner
Harris Health
System



Elizabeth Longoria
Harris County Sheriff's
Office Community
Engagement Division



Antoinette Smithson
UT MD Anderson
Cancer Center



Brittne Wright
Texas Children's
Hospital

ACHIEVER AWARD

WINNER



MICHELLE BYNUM

EXECUTIVE ASSISTANT, LEGACY COMMUNITY HEALTH

Michelle Bynum is Executive Assistant for Legacy Community Health, where she has proven to be an invaluable resource, whether effortlessly assisting during a restructure or supporting the logistics of clinical programs. Her coworkers marvel at how willing she is to help, no matter how much it adds to her plate. In fact, Michelle's impact on Legacy extends far beyond her job description — her character and work ethic support, validate and propel the goals of the agency. Michelle's heart beats to the drum of Legacy's mission to aid underserved populations across a 90-mile radius, and it's her "why" that serves as a guiding

light in uncertain times, helping Legacy to pinpoint how to best serve an even more disparate community of patients. And on top of all that, she never forgets a colleague's birthday or to check in on them when they need it most. Michelle is the backbone of Legacy's warm, welcoming and thriving environment.

FINALISTS



Linda Cao
Texas Children's
Hospital



Gwen Duffy
Robert Half



Cynthia Herrington
Cheniere Energy

Congratulations to our finalist for The Colleen Barrett
Award for Administrative Excellence, Jeniffer Kling.

From all of us at Camden, thank you for making this
such a great place to work!

Your Camden Family

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GREATNESS RECOGNIZED



Gwen Duffy



Matthew Dulawan



Ashley Swartz

Congratulations to our Robert Half admins
and all the Houston Admin Awards finalists!

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LOYALTY AWARD

WINNER



KAREN REYES

EXECUTIVE ASSISTANT, HEWLETT PACKARD ENTERPRISE

Karen Reyes is Executive Assistant for Hewlett Packard Enterprise, where her cross-functional knowledge allows her to seamlessly navigate the company's ecosystem and culture. Throughout her more than 25-year tenure at Hewlett Packard Enterprise, she has been wholeheartedly dedicated to the company's people and processes during pivotal milestones, including the 2015 HP Inc/ Hewlett Packard Enterprise separation and the various spinoffs following the split. Needless to say, Karen was well prepared to join the Office of the CEO, and her loyalty to her role was on full display recently when she relocated after HPE headquarters moved to Houston. Though relocation was optional, she volunteered to be on-site to best support the CEO. That level of commitment is no surprise considering Karen always knows how to get things done and she operates and represents the Office of the CEO with grace, diplomacy — and just the right amount of assertiveness.

FINALISTS



Lynn Boyd
Higher Dimension Church



Amanda Leger
Cheniere Energy



De Lyce Schlepphorst
Southwest Airlines

SPIRIT AWARD

WINNER



CHARRIE BRADSHAW

ADMINISTRATIVE ASSISTANT, FORTHEA

Charrie Bradshaw is Administrative Assistant at Forthea, but she's perhaps better known as a "logistical plate spinner" — she not only handles the calendar of the president, but also coordinates event planning, team building and social activities such as ping pong tournaments and "Wellness Bingo." But beyond the delightful activities and events, Charrie truly raises the spirits of the entire office by being dependable, kind, gracious and always willing to offer assistance, no matter the task. At every company meeting, she receives a callout because she consistently approaches her responsibilities with the goal of easing her colleagues' burdens and empowering them to achieve more. Forthea's stated purpose is "To experience the joy of helping others be more successful," which Charrie exemplifies in absolutely everything she does. Considering her unwaveringly cheerful attitude, it might be a surprise to learn she moonlights as a roller derby blocker. Charrie brings that kindness and toughness to her job — and she never misses a beat.

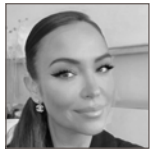
FINALISTS



Cindy Abelenda
Cheniere Energy



Beverly Aden
Marsh



Simone Dombrowski
Shell USA



Brittney Edwards
UT MD Anderson Cancer Center



Ashley Swartz
Robert Half



Shawntane Watkins
UT MD Anderson Cancer Center



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ROOKIE OF THE YEAR AWARD

FINALISTS

WINNER



LEAH COOLEY

SENIOR EXECUTIVE ASSISTANT, MARSH & MCLENNAN AGENCY

Leah Cooley is Senior Executive Assistant for Marsh & McLennan Agency, where she has proved herself indispensable to the Head of Office in Houston, assisting with culture initiatives as well as creating margin and bandwidth for those she supports. She reaches out with questions and constantly looks for ways to improve and refine processes, and as the liaison between staff and the Head of Office, Leah strives for excellence, providing constructive feedback, escalating issues and taking the initiative to solve problems before they escalate. That has been especially evident throughout the pandemic, particularly in her approach

to creating fun, culture-building events like a fall football tailgate with trivia, games and prizes; holiday parties; and a daiquiri cart to serve colleagues during the return to office. Integrity, accountability, passion and commitment to clients is integral to Marsh McLennan's culture, and Leah possesses all of those qualities — and more.



Marie LeBlanc
Cheniere Energy



Aliyeh Mehdi
UT MD Anderson
Cancer Center



Laura Perez
Oscar Associates

GOOD AS GOLD

BEST DRESSED WINNER



MARIE LEBLANC,
CHENIERE ENERGY

GOOD AS GOLD

TEAM SPIRIT WINNER



HESS CORPORATION



Congratulations to our very own superstar,
thank you for all that you do, each and every day!

Julia Melendez
2022 Admin Awards
Colleen Barrett Award Finalist



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