

# ADMIN AWARDS®

THE ADMINISTRATIVE PROFESSION'S  
HIGHEST HONOR

PACIFIC NORTHWEST | JULY 21



NATIONAL PARTNERS

Southwest®

rh Robert Half®  
Talent Solutions

KIMPTON®  
HOTELS & RESTAURANTS

# A LETTER FROM THE ADMIN AWARDS



The 2022 Pacific Northwest Awards marks a milestone with so many reasons to celebrate. This evening is a return our in-person format after 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 reflected on my five plus years with the Admin Awards, and especially 2020 and 2021, I felt compelled to identify the common denominator, the thread that runs through this honorable endeavor to celebrate this most important group of professionals. It's generosity. The hundreds (thousands) of examples of this is what makes my job such a pleasure to do.

First, the generosity of the amazing Pacific Northwest Advisory Board. These passionate Admins, who already shoulder the burden of their intense jobs, family obligations and life's curveballs, selflessly spend many 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 we love them dearly.

Secondly, 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 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, who are much more focused on having their peers recognized than they are on themselves. It has always amazed us that Admins are as eager to see one of their peers in the spotlight as they are if light is being shined on them. This attribute of generosity is no more pronounced than with Administrative Professionals and it inspires and motivates us every day!

From the entire Admin Awards organization, congratulations to this year's Finalists and Award Winners, you deserve your time in the limelight! And thank you to everyone who made this evening possible – the Pacific Northwest 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 Pacific Northwest's Administrative Professionals!

Sincerely,

Eric Trautmann  
SVP, Partnerships

## 2022 JUDGES

**Colleen Barrett**  
President Emeritas  
Southwest Airlines

**Akiko Netto**  
Executive Assistant to the President  
Nestle Coffee Partners

**Bhavani Murugiah**  
Chief People Officer  
The Spur Group

**Deanna Chase**  
Senior Executive Assistant to CEO  
Expedia Group

**Jessica Wallen**  
Director of Human Resources  
Wurl

**Katherine Hopkins**  
Director of Human Resources  
Wylid

**KC Jorgensen**  
Chief People Officer  
StyleSeat

**Melise Alcantar**  
Executive Assistant  
Synopsis

**Missy Judd**  
Chief of Staff  
Compass Health

**Nicole DiCarlo**  
Special Projects Manager  
Allen Institute for AI

**Pramukh Jeyathilak**  
Head of Human Resources  
London Stock Exchange

**Steve Corsi**  
President/CEO  
Volunteers of America

**Tina Freeman**  
Director, HR and Recruiting Services  
Newbridge Marketing Group

**Dele Downs Kooley**  
Senior Human Resources  
Program Manager  
Microsoft

**Kathy Cannon**  
Juniper Networks

**Lanna Hermann-Nguyen**  
Direct Technology

**Monique Shields**  
Executive Assistant  
Greater Tacoma Community  
Foundation

**Pam Gerber**

**Sherry Parsons**

## 2022 ADVISORY BOARD

**MistiLynn Lokken, President**  
Executive Business Administrator  
Microsoft

**Lan Nguyen, Vice President**  
Executive Assistant  
Amazon Web Services

**Mitzy Gough**  
Executive Assistant  
Boeing Capital Corporation

**Carrie Bryant**  
Senior Administrative Assistant  
Microsoft

**Heather Boyce**  
Executive Assistant  
CD Baby

**Bre Pauley**  
Sr. Administrative Assistant  
Nestle Coffee Partners

**Ashley Henderson**  
Executive Assistant  
Continental Mills

**Emily Kyzer**  
Academic Secretary  
Linfield University

**Heidi Call**  
Corporate Executive Assistant  
Mann Mortgage

**Barb Patton**  
Executive Assistant to the CEO /  
Contracts Manager  
Northwest Specialty Hospital

**Amelia Maxwell**  
Executive Assistant

**Theresa Rivas**  
Executive Assistant

**Melissa Judd**  
Compass Health

**Shannon Fornelli**  
Recurly

## COLLEEN BARRETT AWARD FOR ADMINISTRATIVE EXCELLENCE

### JACI SPROSS

EXECUTIVE ASSISTANT, SYNOPSISYS

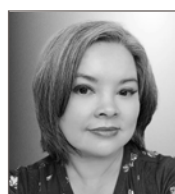


Jaci Spross is Executive Assistant at Synopsys, where she is a role model, cheerleader and leader to everyone — especially to other Admins. Jaci excels at mentoring the local Synopsys Hillsboro Administrative teams to ensure they are a cohesive, functioning group, which is key to ensuring Synopsys functions with integrity and efficiency. She encourages each member of the Admin team to share best practices and experiences, and during the company's work from home situation, she scheduled weekly virtual chats with the administrative team to continue relationship building and sharing any concerns. Jaci's accomplishments and positive impact on Synopsys are practically endless — a few examples include her development and successful implementation of a new SEG Award program, development of a departmental webpage to recognize outstanding employees, and completion of the Business Resiliency Continuity Manager certification. Jaci is not only a vital asset to her team, but to the entire company as she consistently embodies what it is to be a Synopsys employee.

### FINALISTS



Lauren Baker  
Robert Half



Jennifer Fast  
Adaptive Biotechnologies

## 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



## TARA KRISTENSEN

PERSONAL ASSISTANT, CBH HOMES

Tara Kristensen is Personal Assistant — or more accurately referred to as “Personal Cheerleader” — for Ronda Conger, vice president of CBH Homes. Tara has established herself as leader and forward thinker who truly cares about those she works with. In her role, she assists with all areas of the company and leads a seven-member team in the Sales and Marketing and Reporting departments. In addition to day-to-day operations, Tara is the lead for onboarding software and assists with hiring, company culture initiatives and much more. But where Tara truly stands out above the rest is in her fun attitude and ability to overcome any obstacle. She handles tough situations with grace and professionalism, is a servant leader and always gets things done. Under her guidance, she’s grown four employees into leaders in her department and coached countless others along the way. There’s a saying at CBH that goes, “Run your ranch high and tight.” Tara unfailingly does exactly that.

## FINALISTS

Leslie Hall  
AmazonStefanie Riggins  
Invenergy ServicesCourtney Rubin  
SmartsheetChelsea Savoie  
Compass Health

## ACHIEVER AWARD

WINNER



## HILLARY KELLY

SALESFORCE AND DATA ADMINISTRATOR,  
PRODUCTIVE DENTIST ACADEMY

Hillary Kelly is Salesforce and Data Administrator at Productive Dentist Academy, where she has proven herself to be an exceptional administrator, gracefully balancing projects, tasks, planning, strategic thinking and communication so the company can succeed without even the perception of a hiccup. Because of Hillary’s leadership and stewardship of healthy data administration, hundreds of clients with thousands of employees are served to the highest possible standards. Last year, Hillary configured an internal task force to restore integrity in the company’s data, reporting and integration. Over a span of just three months, she was able to identify the best solution to centralize data and serve all team members, negotiate a budget-conscious deal with Salesforce so all employees could be on the platform, and integrate multiple software for sales and promotions, contracting, billing, bookkeeping, project management, client intake and communication, learning management software, and online communities. Hillary is thoughtful, strategic, caring and tenacious in finding ways to work smarter, not harder.

## FINALISTS

Sarah Jeffers  
PNTAHannah Pascual  
Robert HalfStina Williams  
Funko

KIMPTON BANNEKER, WASHINGTON DC

NO  
ORDINARY  
AGENDA

FROM THE SUBTLE TO THE  
SPECTACULAR, WE HAVE  
A CREATIVE IDEA FOR  
EVERY EVENT.

With hotels in 50+ cities, our meeting  
professionals will partner with you to  
create unparalleled experiences.

[START PLANNING TODAY >](#)

**KIMPTON®**  
HOTELS & RESTAURANTS

## STRATEGIC PARTNERSHIP AWARD

## FINALISTS

## WINNER



## CHRISTINA HOLZHAUSER

EXECUTIVE ASSISTANT, PARKER STAFFING

Christina Holzhauser is Executive Assistant at Parker Staffing, where she has used her immense skillset to create a productive, company-bettering relationship with her Executive. She has become an expert in how her Executive serves clients and communicates with her network, leading to Christina's expanded role in marketing and account management. Her talents have led to the expansion of her Executive's personal brand, significantly increasing her Executive's following on LinkedIn and Twitter and helping her to become a nationally known expert.

Additionally, Christina has won over even the most difficult clients with her endless kindness, humbleness and approachability. For an EA to be 100% client-facing in such a fast-paced environment, and in a true account management capacity, is rare — almost as rare as Christina herself. In just a little more than two years, Christina has become a true extension of her Executive — she's not just her right hand but is unquestionably one of the most strategic employees at Parker.

Kathi Henriksen  
MicrosoftMichelle Morford  
Community Health Center of  
Snohomish County

## ROOKIE OF THE YEAR AWARD

## FINALISTS

## WINNER

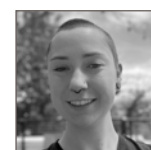


## MELISSA PARKER

EXECUTIVE ASSISTANT, UMPQUA BANK

In her role as Executive Assistant at Umpqua Bank, Melissa Parker has demonstrated a can-do spirit and fearlessness that have made her a rock star in the organization. Though she came to the position with no banking industry experience, she quickly proved herself highly capable. Prior to even her first day, she networked and connected with other leaders and administrative staff within Umpqua to begin stitching together her own learning roadmap and fostering relationships. Melissa searches out mentors and has herself become a great mentor on the team — providing process improvement mentorship to other

Executive Admins across the organization. She always projects optimism and positivity, whether engaging with her peers or long-tenured associates. She is quick to be the first to participate in chats with other Admins to advance their knowledge and skills and provide words of encouragement when needed. Across the organization, Melissa is known as a warm, caring individual whose enthusiasm contributes to a close, cohesive team.

Kaitlyn Wiggins  
King County Executive  
Department

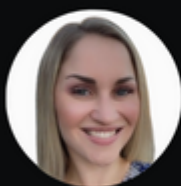
# Congratulations, Danielle Langvad!

Virginia Mason Franciscan Health is proud to congratulate Danielle on being an "Above the Call Award" finalist for the 2022 Admin Awards.

This award honors the Administrative Professional who goes above and beyond the call of duty in delivering an exceptional customer experience, a phenomenal first impression, and serves internal and external customers with professionalism, enthusiasm, and care.



## GREATNESS RECOGNIZED



Lauren Baker



Hannah Pascual

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

Seattle • 844.374.3469 • roberthalf.com

**rh** Robert Half



## LOYALTY AWARD

## WINNER



## EVELYN WOOD

EXECUTIVE ASSISTANT, KING COUNTY DEPT OF LOCAL SERVICES

Evelyn Wood has served as Executive Assistant at King County Department of Local Services for the past 17 years, and in that time, she has supported department leadership, assisted with the launch of a new department, and developed and implemented a new legislative management process for the Department of Transportation to improve effectiveness and efficiency. But it's Evelyn's commitment to helping others that is always front and center. Since the start of the pandemic, Evelyn supported the transition to remote work and helped launch several rounds of grant programs for small businesses impacted

by COVID-19 in the unincorporated area of King County. Her attention to detail, ability to learn new systems and federal requirements, and assistance to small business owners was essential to the program's success. She extends assistance to new employees, leadership or anyone expressing a need for help. Her loyalty, kindness and hard work are important assets to her organization and the community it serves.

## FINALISTS

Michelle Graham  
King County Dept of  
Local ServicesDenise Helsberg  
Community Health Center  
of Snohomish CountyNancy Hoppe  
Umpqua BankJacqueline Petrick-Lee  
PACCAR

## SPIRIT AWARD

## WINNER



## MADELINE HERZOG

EXECUTIVE ASSISTANT, VULCAN

Madeline Herzog is Executive Assistant to Vulcan's Chief Real Estate Officer and provides administrative support to eight individuals who are part of the Construction Division within Vulcan Real Estate (VRE). Madeline is an invaluable member of the VRE team who consistently exhibits a positive attitude and can-do work ethic. She adeptly adjusts her role from den mother to cat herder to task master to cheerleader to ensure that the team works together effectively — while also having fun along the way. Her 25 years of experience as an Administrative Professional have given her the required insights to know exactly what the team

requires to do its very best work. When the pandemic hit and remote work threatened VRE's collaborative and collegial work culture, Madeline brought everyone together remotely, devising virtual solutions such as "VRE Morning Connection." Her creativity and problem solving reignited the team's spirit and illustrated how she embodies enthusiasm, perseverance, loyalty and an eagerness to help others.

## FINALISTS

Trista Carbajal  
iQ Credit UnionMichael Essi  
Starbucks Coffee  
CompanyTeri Evernden  
Starbucks Coffee  
Company

## ABOVE THE CALL AWARD

## WINNER



## MARIA PHILLIPS

STUDENT ONBOARDING AND TRAINING CENTER COORDINATOR, COMMUNITY MEDICAL CENTER

As Student Onboarding and Training Center Coordinator at Community Medical Center, Maria Phillips No. 1 priority is guaranteeing that she exceeds her customers' expectations with every interaction. Those customers include students and faculty at local colleges and universities, and in the past year, Maria has arranged clinical experiences for 677 students. Though the work required to meet the needs of students is often daunting, she lets nothing stand in her way when it comes to ensuring future nurses, doctors, therapists and other essential healthcare providers succeed in completing degrees so that they can

deliver healthcare to others. Additionally, Maria is committed to continuous learning and personal and professional development. She seeks a wide variety of learning subjects that include diversity, inclusion and equity, Microsoft Office applications and resiliency. Maria may only be about five feet tall, but she is larger than life. Her commitment to serving others is evident in all that she does — and, her colleagues say, she has the answers to "literally everything."

## FINALISTS

Valerie Key  
Starbucks Coffee CompanyDanielle Langvad  
Virginia Mason  
Franciscan HealthJessica Slovick  
Community Health  
Center of Snohomish  
County

“NEXT TO EXCELLENCE  
IS THE APPRECIATION OF IT.”

— William Thackeray

# ADMINISTRATIVE EXCELLENCE IN PUBLIC SERVICE AWARD

## FINALISTS

**WINNER**



## WENDY ROULLIER

OFFICE SPECIALIST, SNOHOMISH COUNTY

Wendy Roullier is Administrative Assistant to the Director of Snohomish County Human Services Department, and in that role, she supports not only the director but all 250-plus members of the Human Services team and hundreds of subcontractors fulfilling the department's mission of helping meet the basic needs and develop the potential of all county residents. This mission has been especially crucial during COVID-19, and Wendy has provided critical support during this time by serving as the department's COVID-19 Safety Coordinator. None of the activities within this role are part of her position description, but she has consistently stepped up to support her coworkers, contractors, and the people of Snohomish County. Additionally, she assisted with a complete redesign of the department's behavioral health website, provided tremendous support to the behavioral health advisory body, and served on the Trauma Informed Leadership Team and its communications subcommittee. Everyone she works with expresses their admiration and appreciation of Wendy's ability to support the common good without hesitation.



**Sarah Dickmeyer**  
King County  
Executive Office



**Jasmine Harbor**  
Martin Luther King  
County Government



**Michelle Jocelyn**  
Providence



**Keiley Ramseur**  
King County



**Tina Roth**  
Everett Public Schools



**Sarah Vansot**  
Washington State  
Department of Natural  
Resources



**Lakeidra Williams**  
King County

## GOOD AS GOLD

### BEST DRESSED WINNER



**MICHELLE MORFORD, COMMUNITY HEALTH  
CENTER OF SNOHOMISH COUNTY**

SPONSORED BY:



**UMPQUA  
BANK**

## GOOD AS GOLD

### TEAM SPIRIT WINNER



**STARBUCKS**

SPONSORED BY:



**UMPQUA  
BANK**

**Congratulations to our Starbucks admin finalists, proud to be your partner!**



**Teri Evernden**

**Valerie Key**

**Michael Essi**

# THANK YOU TO OUR SPONSORS

## NATIONAL SPONSORS



---

## PREMIER SPONSORS



---

## SUPPORTING SPONSORS

