

DALLAS FORT WORTH
NOVEMBER 9 | 2023

ADMIN AWARDS[®]

THE ADMINISTRATIVE PROFESSION'S
HIGHEST HONOR



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A LETTER FROM THE ADMIN AWARDS



The 2023 Dallas Fort Worth Admin Awards celebrates the amazing spirt, heart and expertise of the country’s intrepid Administrative Professionals.

As I reflected on the past 12 years, 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 Dallas Fort Worth 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 attend the Gala. Their generosity in contribution of time and resources ensure that their Nominees, Finalists and Admins feel their support and admiration.

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

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 enthusiastic to see one of their peers in the spotlight as they are if the 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 Nominees, Finalists and Award Winners, you deserve your time in the limelight! And thank you to everyone who made this evening possible – the Dallas Fort Worth 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 Dallas Fort Worth’s Administrative Professionals!

Sunny Nunan
Founder & CEO



CONGRATULATIONS!



Recipient of the

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for Creating an Exceptional Work Environment
for Administrative Professionals

☒ Career Advancement

☒ Career Pathing

☒ Positive Leadership Environment

☒ Ownership & Leadership of Important Projects

☒ Recognition

☒ Executive Sponsor

☒ Internal Admin Organization

☒ Professional Development

2023 JUDGES

Ann Veronelli Analog Devices, Inc.	Gaia Liotta Analog Devices, Inc.	Pam Gerber The Fibroid Institute of Dallas	Kristine Jones Toyota Motor North America
Brenda Carpenter Retired	Helen Shoffner Independence Blue Cross	Stacey Claessens 3M	Deidre Dixon BlueCross BlueShield Association
Carmen Martin Serene Solutions	Jennifer Star Star Focused Search	Susan Noakes Lockheed Martin	Wasim Fathima Shah Wellmark- Blue Cross Blue Shield
Cheramie Aho Cheramie Wine	Josh Skolnick Dallas College	Gloria Williams The Boeing Company	Debra Leonard-Porch Ada S. McKinley Community Services, Inc.
Dawna Payne Texadia Systems	June Wideman Retired	Alice Howard Toyota Motor North America	Judy Champion
Dwith Chenna Magic Leap	Kathy Cannon Juniper Networks	Jacqueline Thomas Toyota Motor North America	
Fanni Gambero XM Performance	KC Williams Earl Bynum Ministries Inc.	Tim Ingle Toyota Motor North America	
Gabrielle Waxenberg The Waxenberg Agency	Maria Borse Homepoint Financial	Jennifer Boren Toyota Motor North America	

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GOOD AS GOLD
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KIMBERLY MEEKS-BROWN,
THE POTTER'S HOUSE
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GOOD AS GOLD
TEAM SPIRIT PRIZE



TOYOTA MOTOR NORTH AMERICA
SPONSORED BY NEXPOINT

COLLEEN BARRETT AWARD FOR ADMINISTRATIVE EXCELLENCE

WINNER



ELISA TIFFEE REGIONAL ADMINISTRATION, CULTURE & ENGAGEMENT LEADER, MARSH MCLENNAN AGENCY

As Regional Administration, Culture & Engagement Leader at Marsh McLennan Agency, Elisa Tiffée serves as the true embodiment of the entrepreneurial spirit that is of significant cultural importance to the growth and values of MMA. For instance, Elisa recently presented to a local sales team about the importance of having a growth versus a fixed mindset. She emphasized the importance of embracing challenges and learning from failures rather than being afraid of them and encouraged the team to be open to new ideas and opportunities. She is an active member of numerous committees and leadership teams, including the Regional Culture Committee, where she leads with representatives from every local office in the region. She also oversees the local intern program; serves as a mentor on the GROW committee, regional DE&I Council and Executive Sales Strategy Team; and participates in MMA's National Leadership Challenge. Elisa's commitment to supporting colleagues and serving the community has helped to build strong relationships and position the company as a leader in the industry.

FINALISTS



Gina Aplin
Toyota Logistics
Services



Jeanie Colston
The Potter's House
of Dallas



Porchae Green
Baylor Scott and
White Temple
Memorial



**Shelley
Matanowski**
7-Eleven

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.

LOYALTY AWARD

FINALISTS

WINNER



MONICA CARTER
EXECUTIVE ASSISTANT TO THE CEO,
PIONEER NATURAL RESOURCES

Monica Carter is Executive Assistant to the CEO at Pioneer Natural Resources, where her unwavering commitment, inclusive leadership and ability to transform lives have made her a true example of loyalty. One of Monica’s most exceptional talents is the way in which she inspires and empowers those around her. Her mentorship and guidance have been instrumental in nurturing the personal and professional growth of her colleagues. Monica is a true team player and natural leader who is always upbeat, flexible and willing to help. She is detailed oriented and makes what she does look easy even in the face of unexpected changes – the positive energy and a personal touch she brings to everything she lays her hands on builds consistency and helps Pioneer perform at the highest levels. In her 20 years of service to Pioneer, Monica has – without exception – performed her role with the utmost professionalism, establishing herself as a true leader to other Admins within the company.


Paula Davis
Bell Textron


Elsa Evans
Lockheed Martin


Nicholle Fitzpatrick
Medical City McKinney


Bridget Hlavenka
Southwest Airlines



Teri Lambert
Southwest Airlines


Tiffany Vice
The Potter's House of Dallas

ABOVE THE CALL AWARD


FINALISTS


WINNER





TERYIE JOHNSON
EXECUTIVE ASSISTANT,
TOYOTA MOTOR NORTH AMERICA


Teryie Johnson is Executive Assistant at Toyota Motor North America, where she exemplifies the value of a highly skilled Administrative Professional who unflinchingly goes above and beyond. Managing the flow of information for an organization with more than 40,000 team members, 1,400 dealers, and sales volume exceeding \$80 billion is no small feat – and Teryie is masterful at pinpointing and delivering on key priorities. She understands that business priorities can shift on a dime and is quick to adjust schedules and daily workflows as necessary. Teryie has a unique ability to make every person with whom she works feel important, and she approaches each day with a can-do attitude and smile. She is not shy about speaking up when she anticipates a challenge or sees a better way to approach prioritization. Teryie is much more than an assistant – she is a full partner to her executive in meeting his many responsibilities on behalf of Toyota and beyond.



Tracey Hunter
Employbridge


Lisa Johnson
Fidelity Investments


Kerry Jones
Medical City Plano


Jennifer Morgan
Gables Residential Management Company


D'Ann Spraggins
Lena Pope


Denise Wood
Lockheed Martin

ACHIEVER AWARD


FINALISTS


WINNER





JENNY JOHNSON
SENIOR EXECUTIVE ASSISTANT,
FIDELITY INVESTMENTS


As Senior Executive Assistant at Fidelity Investments, Jenny Johnson embodies the spirit of versatility, adaptability, commitment and leadership – so much so, in fact, that the Enterprise Infrastructure & Operations team refers to her as a “Jedi master.” With a seamless blend of determination, ingenuity and an ever-present sense of calm, Jenny is the one who gets things done – and gets them done right. She is not bound by a specific job description but has forged her own path, proving herself a strategic thinker and mentor. Jenny has cemented her reputation as a repository of wisdom, sought by many each and every day. She subscribes to the belief that achieving excellence begins with knowledge and has taken it upon herself to establish a speaker series for bi-weekly team meetings to help the Admin team better understand the work within EI&O and how that work supports the goals of the broader Fidelity enterprise. On Jenny’s watch, the “force” is with Fidelity.



Alyse Chambers
UT Southwestern Medical Center


Elizabeth Holzer Smith
Southwest Airlines


Brittany Martinez
Marsh McLennan Agency


Erin Phillips
Medical City Healthcare


Rochelle Sykes
University of North Texas


Amber Thell
Texas Capital Bank



American Airlines

Congratulations to Sheila Wright Greene

Sheila has earned the distinguished honor of being nominated as a 2023 Admin Award Strategic Partner. With over 30 years of experience in cultivating strategic partnerships, we are proud to have such a talented and passionate individual as part of the American Airlines team.



ADMINISTRATIVE EXCELLENCE
IN PUBLIC SERVICE

FINALISTS



MOIRA VARIAMES
EXECUTIVE ASSISTANT TO THE CEO AND BOARD LIAISON,
GIRL SCOUTS OF NORTHEAST TEXAS

In her role as Executive Assistant to the CEO and Board Liaison, Moira Variames has been integral to the Girl Scouts of Northeast Texas (GSNETX) team for nearly a decade. Throughout her tenure, she has demonstrated an unwavering commitment to the betterment of the organization, and her integrity and professionalism uphold Girl Scouts' values and have earned the trust and respect of staff, volunteers, community partners and all stakeholders. Moira balances her responsibilities with grace and consistently seeks new opportunities to serve the council beyond her primary duties. She shares responsibility for the Tri-Annual National Girl Scout Convention, serves as liaison for GSNETX's Board of Directors, and provides administrative support to the board chair. Her talent for facilitating communication between internal and external stakeholders has proven vital in fostering effective collaborations and building strong relationships. Moira genuinely cares about Girl Scouts' mission and adeptly supports the staff and volunteers who work to bring that mission to life.



Medical City Healthcare congratulates all of our Admin Award finalists.

PAM BROCK
Medical City Alliance

JULIE BROWN
Medical City Alliance

SUSAN DAVIS
Medical City Green Oaks Hospital

NICHOLLE FITZPATRICK
Medical City McKinney

TIFFANY HARRISON
Medical City Healthcare

KRISTYN HOFSTETTER
Medical City Healthcare

KERRY JONES
Medical City Plano

JADA MCCLURE
Medical City McKinney

ERIN PHILLIPS
Medical City Healthcare

DEREK PORTER
Medical City Green Oaks Hospital

KELSEY RAHER
Center for Clinical Advancement

DENICE TUCK
Medical City Children's Hospital

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MarshMMA.com

Congratulations
Monica Carter

On your 2023 Admin Awards
Loyalty Award Nomination
From your proud family at

PIONEER
NATURAL RESOURCES

LEADERSHIP AWARD

FINALISTS

WINNER



AUDREY WATKINS
EXECUTIVE ASSISTANT,
FIRST FINANCIAL BANKSHARES

Audrey Watkins is Executive Assistant at First Financial Bankshares, Inc., where she demonstrates numerous leadership qualities including confidence, focus, integrity, innovation, patience, decisiveness, open-mindedness, empowerment, generosity, persistence, and a passion for helping fellow employees and her organization succeed. She co-founded the West Texas Administrative Professionals Networking group, which brings together Admins from 14 different regions via a monthly virtual meeting for discussion and education around developing in their roles and implementing improved processes. The group now has four meet-and-greet sessions a year with guest speakers from C-Suites throughout Abilene and the Metroplex. Audrey is the flame that ignited this organization of growth-minded Admins, and she is the leader who keeps it burning brightly. It's been said that "If you try to lead and no one follows, you are just taking a walk." Audrey Watkins never just "takes a walk" – she grabs hands (and hearts) and leads others on an exciting journey to achieve their highest potential.



Kimberly Meeks Brown
The Potter's House of Dallas



Lisa Carpenter
Avantax



Cristy Dillingham
Southwest Airlines



Cindy Gebbie
Toyota Motor North America



Savanna McAfee
Omni PGA Frisco Resort



Stephanie Xaynhaphone
UT Southwestern Medical Center

STRATEGIC PARTNERSHIP AWARD

FINALISTS

WINNER



SHEILA WRIGHT-GREENE
EXECUTIVE ASSISTANT,
AMERICAN AIRLINES

As Executive Assistant at American Airlines, Sheila Wright-Greene is known as a quick learner and forward thinker who can anticipate her executive's needs and proactively identify opportunities – all of which she does with her trademark positive energy. For instance, when her leader conveyed her passion and mission related to Diversity, Equity and Inclusion and Employee Business Resource Groups, Sheila acted on that discussion by mapping opportunities in meetings that allowed the entire team to become better informed and create new EBRGs while also helping to bring new energy to existing chapters. These efforts were not about a project or an ask – they were about a shared belief in making a difference. Another example of Sheila's commitment is in her efforts to bring EAs together to learn from each and pinpoint ways that reports and process could be automated and easier managed. Sheila is more than trustworthy – she is an asset to the airline and its people, and her contributions continue to be realized.



Macy Elzonkoly
University of North Texas



Cristy Garza
UT Southwestern Medical Center



Andrea Kimberlin
Southwest Airlines



Susan Meredith
Texas Health Resources



Brittany Whitworth
Southwest Airlines

GREATNESS RECOGNIZED

Congratulations to all the Dallas Fort Worth Admin Awards Nominees!

As a national partner of the Admin Awards, Robert Half is proud to recognize these extraordinary individuals.

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CONGRATULATIONS!

2023 DFW Admin Awards Nominees

Asha Dalton - Above the Call Award

Lauren Kopp - Spirit Award, Administrative Excellence in Public Service Award, Above the Call Award

Misty Moore - Leadership Award, Administrative Excellence in Public Service Award

Brenda Nagle - Spirit Award

Sarah Nguyen - Administrative Excellence in Public Service Award, Leadership Award

Lucinda Nichols - Administrative Excellence in Public Service Award

Toni Norris - Spirit Award

Kim Octave - Strategic Partnership Award

Joyce Rodriguez - Above the Call Award

Lorri Roof - Administrative Excellence in Public Service Award

Valerie Walter - Spirit Award

vizient.

TEAM ACHIEVER AWARD

FINALISTS

WINNERS



LEGAL ADMIN CENTER OF EXPERTISE

ALEXANDRIA ESQUIVEL, AIME HADNOT,
TAYLOR SCHILLING, STEPHANIE SCHMIDT

The Legal Admin Center of Expertise at AT&T – which consists of Aime Hadnot, Taylor Schilling, Alex Esquivel and Stephanie Schmidt – consistently works together toward common goals, projects and business initiatives that result in positive outcomes for the AT&T legal organization. Through their collective expertise, the team has developed and implemented innovative administrative systems that have revolutionized the way the department operates. Their tireless efforts have resulted in increased efficiency, reduced costs and improved service delivery. By introducing automated workflows, developing standardized templates, and implementing effective communication channels, this team has transformed the administrative landscape within the department. Furthermore, their commitment to continuous improvement is evident in their proactive approach to identifying and addressing challenges. This proactive mindset has allowed them to anticipate potential obstacles and develop strategic solutions, ensuring that the administrative organization remains adaptable and responsive to evolving demands. By taking the time and effort to invest in the growth and development of the entire Legal Secretary team, they have created a positive and empowering work environment.



HCA Healthcare Center for Clinical Excellence

Tiffany Harrison, Erin Phillips,
Kelsey Raheer



Lockheed Martin Aeronautics
Administrative Professional Council

Shelly Mayfield, Rita Switzer

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OMNI DALLAS

CONGRATULATIONS!

Jenny Johnson, 2023 Achiever Award Winner

Lisa Johnson, 2023 Above the Call Award Finalist

JENNY JOHNSON

LISA JOHNSON

CONGRATULATIONS, LAURA & PAM, ON YOUR NOMINATION!

Individuals Caring For Individuals, Together.

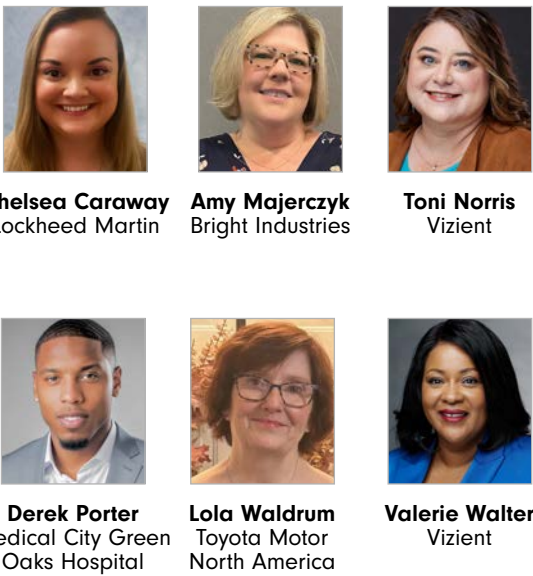
SPRIT AWARD

FINALISTS



KATELYN DAFFRON-COOPER
EXECUTIVE ASSISTANT,
SOUTHWEST AIRLINES

From the moment Katelyn Daffron-Cooper stepped into the Executive Assistant role for Southwest Airlines University, she has been the ultimate example of care and genuine concern for the company’s employees. You could call her a “human magnet” in the office – her enthusiasm and positivity attract everyone who happens to be walking by. Katelyn keeps the office running on all cylinders, and her servant’s heart is on full display each and every day as she handles all requests and questions with patience and a can-do attitude. From ensuring the staff has snacks to planning events to making sure her executive is supported so he can in turn support the department, Katelyn does it all expertly – and always with a smile. She is often the first to welcome new EAs and leaves a lasting impression as to what the Southwest administrative culture is all about. It’s no wonder Katelyn’s colleagues say she is not just the spirit of her department, but of the company as a whole.



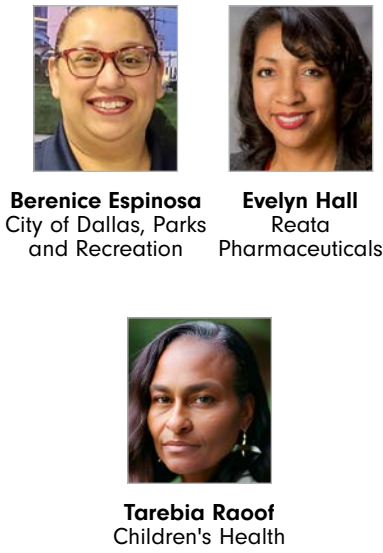
TOYOTA START YOUR IMPOSSIBLE AWARD

FINALISTS



REBECCA VELEZ
SENIOR ADMINISTRATIVE ASSISTANT,
LOCKHEED MARTIN

Rebecca Velez is Senior Administrative Assistant at Lockheed Martin, but she’s better known as a “quiet driver” – someone who unassumingly goes above and beyond to support the entire organization. Rebecca exhibits compassion and understanding for everyone she encounters. Whether it's a fellow employee who empties the trash or a senior executive who runs the company, she always takes the time to listen and offer a helping hand. What truly amazes her colleagues is that Rebecca never complains about her workload. Despite facing personal challenges, she approaches her job with a positive, can-do attitude. Her dedication is evident in her willingness to learn new skills to assist anyone in need. These behaviors are indicative of the company culture's focus on bridging gaps and removing siloed thinking and barriers to success. After only six years of dedication, Rebecca has achieved what is rarely possible in her field: Her consistent excellence, unwavering support and genuine care for others have made her a true unsung hero.



Congratulations to our 2023 Admin Awards Nominees!

We are honored to have you on our team.


Gina Aplin
The Above the Call Award & The Colleen Barrett Award


Lynna Barnes
The Above the Call Award


Heather Bishop
The Above the Call Award & The Leadership Award


Lynn Dawson
The Above the Call Award


Cindy Gebbie
The Leadership Award


Lipas Hicks
The Loyalty Award


Teryie Johnson
The Above the Call Award


Rebecca Jones
The Achiever Award


Cinthya Martinez
The Above the Call Award


Marissa Mittelstadt
The Above the Call Award


Marla Moffett
The Achiever Award


Jackie Peoples
The Leadership Award


Joyce Reedy
The Strategic Partnership Award


Lola Waldrum
The Spirit Award

 **TOYOTA**



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