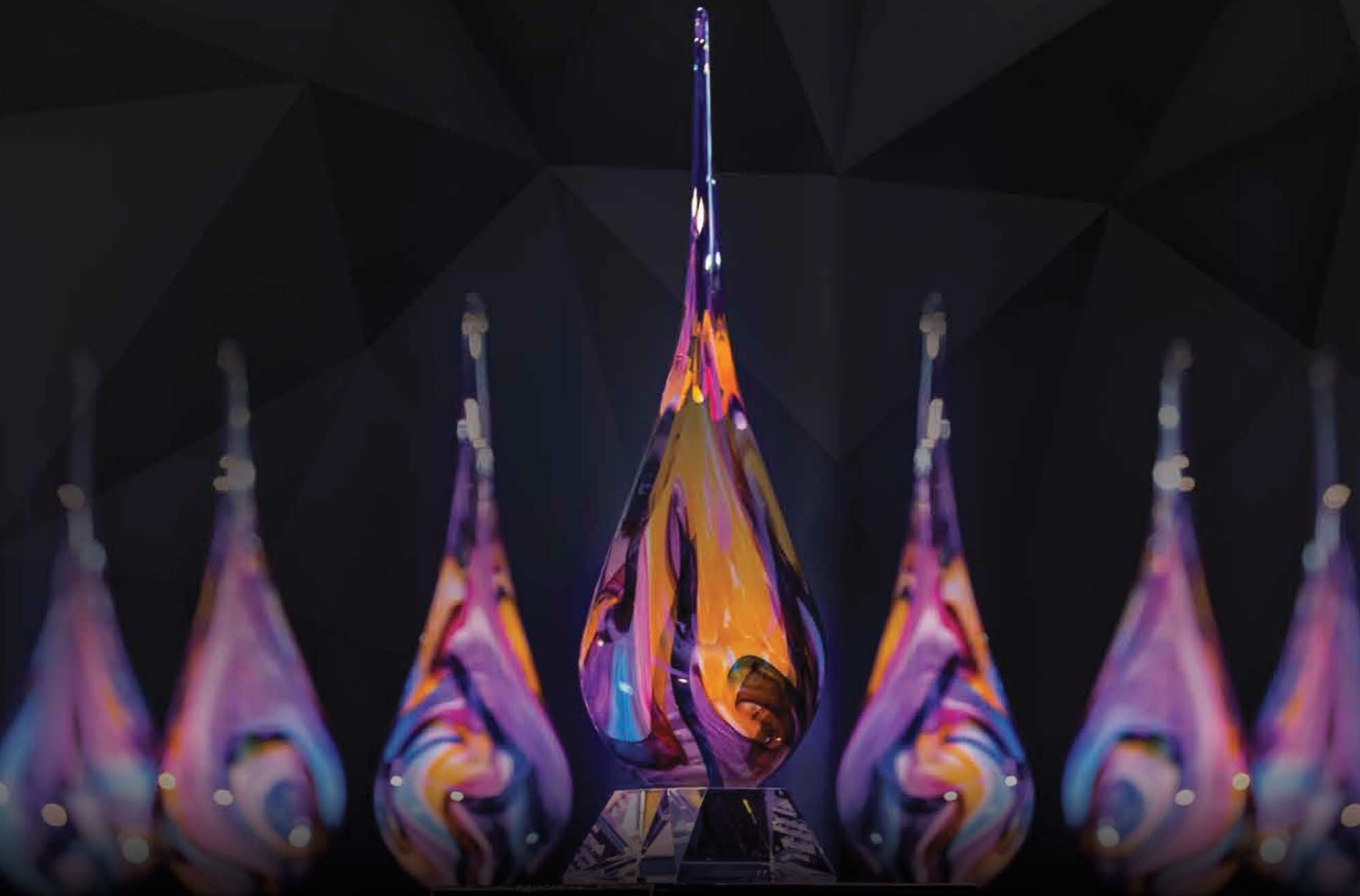


WASHINGTON D.C.
AND MID-ATLANTIC REGION
AUGUST 16 | 2024

ADMIN AWARDS[®]

THE ADMINISTRATIVE PROFESSION'S
HIGHEST HONOR



NATIONAL PARTNERS



A LETTER FROM THE ADMIN AWARDS



On May 8th, the Admin Awards lost our hero.

Colleen Barrett, the Executive Assistant who rose to President & COO of Southwest Airlines during her five-decade career at Southwest, and the namesake of the Admin Awards' most prestigious award, was laid to rest at the age of 79.

Thirteen years ago, I approached Colleen with the belief that public recognition of Administrative Professionals was long overdue and that I was creating the Admin Awards to ensure its time had come. As the daughter of a retired Executive Secretary, I knew firsthand how beloved and valued Admin Professionals were. I pitched the idea for the Admin Awards to Colleen, taking weeks to craft what I hoped was the perfect email, asking if we could name our program's most prestigious award after her. Her response came within an hour: "Yes! Count me in! And I love that you're also recognizing receptionists as well - because they too are so important!" She thought the Admin Awards was an excellent idea and couldn't believe that it hadn't been done anywhere in the world before. We indeed would be the first public recognition program for Administrative Professionals, ever. I was thrilled and terrified in equal measures. Colleen Barrett's name was now attached to our endeavor. We could not screw this up.

In 2012, we held the first Admin Awards in Dallas, Texas. I remember when I went to reserve the ballroom, thinking 'if nobody shows up, we'll just spread the tables out enough to make the room look less empty'. I was a single mother at the time, with no nest egg and no plan B. I could not afford to lose. And I would not disappoint Colleen Barrett.

But on that cold November day back in 2012, we welcomed hundreds of area Administrative Professionals and Executives, filling the ballroom to capacity within a week. Originally, I had no vision of becoming a national recognition program, much less the Administrative Profession's highest honor. But that afternoon, as we left a ballroom packed with Admins and Executives cheering one another on, I realized what we created was truly special. And we made grown men cry. That is when I really knew we were onto something. What I knew from watching my mother's dedicated service to the profession was that there never was a shortage of appreciation of Administrative Professionals. What was lacking, however, was a meaningful way to show it.

Over the next 12 years, as we expanded the Admin Awards from coast to coast, Colleen meticulously deliberated over every decision regarding the Winners and Finalists of the award that bears her name. She would scribble notes in the margins of printed nominations, indicating what resonated, what didn't, and her rationale for each decision. Colleen was clear and uncompromising about the behaviors, skills, and ideals that nominees in her award category needed to embody—attributes she believed were essential to her impact at

Southwest. She also warned me that there could be a time when she may declare no winners and to be prepared because one day she may have more than one. Colleen's compass was true north and she made sure she followed it.

Colleen also became my friend. I'll never forget the day, early in our relationship, when I received an invitation to a dinner party at her home. I looked at my husband wide-eyed after opening the email invite, panicking. 'This has got to be a mistake'. But when we arrived and met the diverse group of down-to-earth guests with nothing to prove, but all equally tickled to be there, I understood. Colleen was for everyday people doing extraordinary things. We everyday people were also told on the invitation that we needed to be out of the house by 8:30.

I will forever be grateful to Colleen for her example of Golden Rule leadership and for the time she spent with me which at times felt like a mini MBA on how to be a human being in business.

I'm also thankful to her for showing Administrative Professionals everywhere what's possible. And to know their potential and ability to impact. But I'm most thankful for her friendship and for the honor and privilege of continuing her legacy through the Admin Awards.

My hope for Administrative Professionals everywhere is that they are guided by Colleen's incredible example of servant leadership. I believe that was truly what transcended her roles and defined her legacy.

My hope for executives is that you are inspired to regard your Administrative Professionals the way Herb Kelleher regarded Colleen Barrett.

Herb was Colleen's biggest fan, championing her every step of the way, from Executive Assistant to President & COO at Southwest. As far back as the 70s, long before it was a thing to consider your Admin your strategic partner, Herb not only gave Colleen a seat at the table, he gave her a voice. He created an environment where she felt safe to spread her wings and try new things. But I think the greatest gift he gave her was his confidence in her ability to go beyond where she thought she could. As Colleen shared with me shortly before her passing, "If Herb told me I could do something, I just believed it."

He gave her a chance.

Just like the chance Colleen gave me 13 years ago. I'm not sure where we'd be today without it.

Rest in Peace, Colleen. You will forever be our Queen of Hearts. ❤️

Sunny Nunan
Founder & CEO
Admin Awards



Colleen Barrett

September 14, 1944 - May 8, 2024

Queen of our Hearts



CONGRATULATIONS TO OUR 2024 WINNERS!



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GOOD AS GOLD TEAM SPIRIT PRIZE



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COLLEEN BARRETT AWARD FOR ADMINISTRATIVE EXCELLENCE

WINNER

NATASHA EDMONDS EXECUTIVE ASSISTANT, THE CITY OF BALTIMORE



Natasha Edmonds is the Executive Assistant to Mayor Brandon M. Scott at the City of Baltimore. She has been an Administrative Professional for 14 years. Natasha Edmonds is an accomplished Executive Assistant with extensive experience in both public and private sectors. She began her career as the Executive Assistant to Baltimore City Council President Brandon M. Scott in 2019 and transitioned to support Mayor Brandon M. Scott after his election in 2020. Natasha is known for her unwavering integrity, problem-solving skills, and organizational abilities. She excels in managing administrative affairs with tact and diplomacy, ensuring continuous partnerships on projects and efforts. Natasha also serves as the Executive Assistant to Bishop James D. Nelson Jr. at Destiny Christian Church in Baltimore, Maryland, where she is deeply involved in planning services, supporting various ministries, and community outreach activities. Her commitment to public service, community involvement, and faith is evident in all her endeavors. Natasha's performance, dedication to excellence, and passion for serving others make her a deserving winner for The Colleen Barrett Award for Administrative Excellence.

FINALISTS



Keitha Bell
Mortgage Bankers
Association



Nathalia Davis
Duke University
Health System



Stormy Hopkins
The College
Foundation



Tracy Powelson
Design-Build Institute
of America

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



SANDRA PURINGTON SR. ADMINISTRATIVE ASSISTANT, JAMES MADISON UNIVERSITY

Sandra Purington serves as a Senior Executive Administrative Assistant at James Madison University. She has worked there for 24 of her 30 years as an Administrative Professional. She has served in various roles, including Co-Chair and Chair of the CAL Staff Advisory Committee, and has been instrumental in organizing significant events such as the CAL Career Conference, which she co-founded in 2016. Her loyalty and commitment to the University and its people make her an exemplary Administrative Professional. Sandra isn't just an extraordinary administrative assistant; she is a phenomenal colleague and partner. When the University tragically and suddenly lost one of their administrative staff last year, she stepped in and assisted the department, quietly, competently, and generously and with great empathy and care. She's truly a gem. Because Sandra has played so many roles and worked with so many people, her contributions are woven throughout the fabric of the school.



Cindy Brewbaker
Lockheed Martin



Gwen Bryant
FINRA



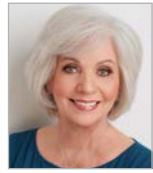
Ebony Daughtry
The Education Trust



Angie DeMoreland
The Arc Central Chesapeake Region



Michele Doyle
Northrop Grumman



Meribeth Puckett
Premier, Inc.

ABOVE THE CALL AWARD

FINALISTS

WINNER



NAKIA MAXIE-HILL EXECUTIVE ADMINISTRATIVE ASSISTANT, UNIVERSITY OF MARYLAND EASTERN SHORE

Nakia Maxie-Hill is an Executive Assistant to the Vice President at the University of Maryland Eastern Shore and has been in the profession for 30 years. Nakia is an integral part of the University and is a consummate professional in all her administrative duties and consistently goes above and beyond expectations to support students, the team, and the mission. One of her biggest accomplishments is organizing an administrative town hall, bringing together over 100 participants from different departments campus-wide to foster open communication and collaboration. The management and outcome of this town hall were a testament to Nakia's leadership and commitment to enhancing the student experience. Nakia excels in managing a large department within a matrix, global organization, providing exceptional support. She is also a leader in multiple charitable contributions across campus, spearheading food drive efforts supporting the homeless and those in need.



Diana Delgado
DC Bilingual Public Charter School



Kenesha DeShields
University of Maryland Eastern Shore



Kyesha Fitzgerald
Baltimore City Recreation and Parks



Michelle Hudson
Northrop Grumman



Kerry McDaniel
Southwest Airlines



Congratulations, Admin Awards Nominees!

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Congratulations to FINRA's 2024 Admin Awards Nominees

We appreciate you! You make it happen for all your colleagues and outside business partners with your devotion, work ethic and dedication to the FINRA corporate values.

Gwen Bryant
The Loyalty Award

Melanie Ingram
The Administrative Excellence in Public Service Award

Doris Jackson
The Spirit Award

Karen Rauch
The Above the Call Award

Rosalie Merritt Romick
The Achiever Award

Delphina Horne Bundick
Team Achiever Nominee (OMC)

Justine Flint
Team Achiever Nominee (OMC)

Melanie Ingram
Team Achiever Nominee (OMC)

Nancy Nakhleh
Team Achiever Nominee (OMC)

Renee Witcher
Team Achiever Nominee (OMC)

OMC = Office Managers' Committee



ACHIEVER AWARD

FINALISTS

WINNER



DEXTER ALLEN

EXECUTIVE ADMINISTRATOR & SPECIAL ASSISTANT TO THE PRESIDENT/CEO, NATIONAL ALLIANCE FOR CAREGIVING

Dexter Allen is an Executive Administrator & Special Assistant to the President and CEO at the National Alliance for Caregiving. He has served the organization for 7 of his 42 years as an executive assistant. Dexter joined NAC at a critical juncture, as the organization underwent significant growth and expansion. He played a pivotal role in overseeing the transition from a modest suburban office to a professional downtown DC location, enabling NAC to expand its reach and collaborate more effectively with stakeholders. His impact extends far beyond his administrative responsibilities. He is known for his compassionate nature, providing a listening ear and unwavering support to both colleagues and the family caregivers NAC serves. Dexter's genuine empathy and willingness to go above and beyond have earned him the respect and admiration of all who interact with him. Dexter is not simply an administrator; he is a visionary leader, a compassionate colleague, and a tireless advocate for positive change.



Victoria Alfieri
Destination DC



Carrie Cowart
Southwest Airlines



Rosalie Merritt Romick
FINRA



Kristine Smith
Northrop Grumman



September Smith
Prince George's County Public Schools

LEADERSHIP AWARD

FINALISTS

WINNER



JUANITA MORT

EXECUTIVE SUPPORT COORDINATOR, HARRISBURG AREA COMMUNITY COLLEGE

Juanita Mort is the Coordinator, Office of the Vice President IT/CIO at Harrisburg Area Community College. She has been an Admin for 40 years, with the last 14 serving at the College. As the Lead Admin for a division of 65 people, Juanita has played a critical role in maintaining efficient operations and bolstering our department's productivity. Juanita has served as a mentor and coach to the Office of Information Technology Administrative Professional Team. She has held various leadership roles, including past President of the classified employee organization and Team Leader on the Executive Assistant Roundtable. Juanita is also an Advisory Board Member for the Administrative Office Management Associates Degree Program and an Adult Education Instructor at HACC. She manages technology procurement, a \$1.5 million capital budget, and a \$3 million software budget. Additionally, Juanita is involved with the World Administrators Alliance (WAA) and the International Association of Administrative Professionals (IAAP), where she has served in multiple leadership positions.



Julia Guerrero De La Cruz
University of Maryland Eastern Shore



Kenya Johnson
PHRMA



Katie Jones
Sarah Cannon Research Institute



Terria McClain
University of Maryland School of Nursing



Tarshae Washington
Prince George's County Public Schools

★ Spirit Award Nominee ★

Tina Ferguson

Thank you for making ManTech
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MBA Congratulates Its 2024 Admin Awards Nominees for the Team Achiever Award

- Keitha Bell
- Aprille McIntosh
- Karen Franklin
- Jamika Adams
- Olivia Rule
- Karila Harris
- Megan McGrath

WE THANK YOU FOR YOUR HARD WORK

STRATEGIC PARTNERSHIP AWARD

FINALISTS

WINNER



JENNIFER LAMB EXECUTIVE ASSISTANT, BANK OF AMERICA

Jennifer Lamb serves as an Executive Assistant supporting at Bank of America and has spent her entire 13-year career at the bank. She currently supports the Treasurer of Bank of America, managing a demanding schedule and maintaining important relationships with key stakeholders. Jen has been a trusted partner through various stages of her career, including an international assignment to Paris and navigating the challenges of the pandemic. She is known for her flexibility, grace, and empathy, which have been invaluable to the organization. Jen oversees travel logistics, manages expenses, and helps establish the Treasury Office, streamlining communications and speaker notes. Her understanding of strategic priorities and her ability to provide valuable insights have been crucial in defining Treasury's goals. Jen's commitment to the team and the organization has made her an indispensable asset, and her contributions have significantly enhanced the efficiency and success of the Treasury organization.



Beheshta Bakhshi
Alpha Omega



Holly Storms
Allen Distribution

ADMINISTRATIVE EXCELLENCE IN PUBLIC SERVICE

FINALISTS

WINNER



HILAN FLORES EXECUTIVE ASSISTANT, NC STATE CONTINUING AND LIFELONG EDUCATION

Hilan Flores is the Executive Assistant to the Vice Provost at NC State. She has been an Executive Assistant for 22 years. Hilan supports the Vice Provost in executing and managing a \$25 million program providing services to over 176,000 individuals. She has made significant contributions since joining the organization and excels in accountability, compliance, customer focus and teamwork. The Vice Provost has complete confidence in Hilan's ability to maintain confidentiality and advocate and communicate for the Office when needed. Hilan is also constantly pushing herself forward, taking on leadership roles and large complex project management to develop herself and consistently increase her value to the organization and community.



Veronica Clarke-Harrod
DC Public Schools



Sabrina Davis
Maryland Aviation Administration



Kendra Ellison
Department of Veterans Services



Reginia Hawkins
Johns Hopkins University Carey Business School



Chandler Mumolie
Washington DC Public Schools



Carleen Muncy
Hampton Roads Transit

SPIRIT AWARD

FINALISTS

WINNER



LACEY WINGLER SR. ADMINISTRATIVE ASSISTANT, NORTHROP GRUMMAN

Lacey Wingler is an Administrative Assistant at Northrop Grumman, supporting the Propulsion Engineering Department. She has been at Northrop Grumman for 6 of her 13 years in the administrative profession. She is always peppy and upbeat in an office full of antisocial engineers, she is quick to brighten your day when it has been stressful. Lacey is always there to provide assistance at the drop of a hat. Lacey has a knack for being in the right place at the right time, it's as if she knows when it is something more on someone's mind than just the normal workday. She is able to become more than just a coworker but a fixture of comfort for anyone who needs a little ease from the stresses of life. Her personability and kindness are infectious and make the toughest of workdays more manageable. Lacey's commitment to team building and morale, and her dedication to understanding and improving the lives of her colleagues have made her the heart of the department.



Ebony Adomanis
Kimley-Horn



Tina Ferguson
ManTech



Thia Fox
The Council for Professional Recognition



Natalie Jones
Johnson, Mirmiran and Thompson



Carol Walsh
KCI Technologies, Inc.

Congratulations

To all of the winners, finalists and nominees, congratulations on your incredible achievements at the 2024 Admin Awards! Your dedication and excellence in your roles have truly shone through, and it's a pleasure to celebrate your hard work and contributions. Whether you took home an award or were recognized as a finalist or nominee, your efforts have made a significant impact and are deserving of this celebration. Here's to your continued success and to many more milestones ahead!

Warmest Congratulations,
Prince George's County Public Schools.



TEAM ACHIEVER AWARD

WINNERS



OFFICE MANAGERS' COMMITTEE, FINRA DELPHINA HORNE BUNDICK, JUSTINE FLINT, MELANIE INGRAM, NANCY NAKHLEH, RENEE WITCHER

The Office Managers' Committee (OMC) at FINRA was established to address challenges faced by administrative staff, such as lack of standard operations manuals, miscommunication of policies, and absence of recognition programs. The OMC, consisting of volunteers from various departments, has successfully organized initiatives like the bi-annual Office Managers' Conference, bimonthly training, and the creation of the Office Managers' Resource Site. They also launched the Return to Office monthly meetings during the pandemic to assist with the transition to a hybrid work environment. The OMC's efforts have led to improved communication, recognition, and support for administrative staff, enhancing FINRA's efficiency and effectiveness. Their dedication to promoting administrative excellence and fostering a cohesive administrative team has made a significant impact on the organization.

FINALISTS



**Administrative Support Team,
Capital Blue Cross**
Beth McIntosh, Cathie Hoke,
Stephanie Richardson



**Executive Administration Team,
Mortgage Bankers Association**
Aprille McIntosh, Jamika Watson,
Karen Franklin, Karila Harris,
Keitha Bell, Megan McGrath,
Olivia Rule

THE FOUNDERS AWARD

RECIPIENT



DR. TRACI ZIMMERMAN PROFESSOR AND INTERIM DEAN, COLLEGE OF ARTS AND LETTERS, JAMES MADISON UNIVERSITY

Congratulations to Dr. Traci Zimmerman from James Madison University on being the recipient of the 2024 Founders Award! Dr. Zimmerman has fostered a positive environment for their administrative team that:

- Promotes professional growth and career advancement within the administrative field, offering clear pathways for progression in both title and compensation.
- Recognizes and appreciates the invaluable contributions of Administrative Professionals.
- Creates opportunities for qualified Administrative Professionals to take ownership of and lead significant projects.
- Provides a positive and supportive leadership environment for Administrative Professionals.
- Encourages professional development and build camaraderie and mentorship among one another.

CONGRATULATIONS

On Your Nomination for the Colleen Barrett Award for Administrative Excellence!



**NATASHA
EDMONDS**



CONGRATULATIONS
TO ALL NOMINEES,
FINALISTS AND
WINNERS.

IT WAS OUR PLEASURE HOSTING
THIS UNFORGETTABLE EVENING.



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