

Administrative Professionals Development & Recognition Program  
Q2-2021 & Q3-2021

Admin Recognized	Classification	Department	Relationship to Admin	Recognition
Lynda Cruz	Administrative Specialist III	Department of Adult & Juvenile Detention (DAJD)	Peer	Lynda is always willing to lean in and go the extra mile to support her peers and the department. I am incredibly appreciative of her approach to embracing new challenges and being open to new processes. Lynda is the type of team player where you may be looking for support, and before you even ask her to help, she has recognized the need and the task has been accomplished.
Kay Koitzch	Administrative Staff Assistant	Department of Assessments (DOA)	Peer	Kay takes care of all the folks at the Black River field office. It has been tough the past year with most of us telecommuting. We miss you and appreciate all you do.
Ashley Leano	Administrative Specialist II	Department of Community & Human Services (DCHS)	Peer	Ashley is new to the Admin Dept. but is a great help and has fantastic organizational and assisting skills. She is determined to learn and grow in her position and wants to be a part of the team. I really appreciate all her help and outgoing attitude!
Melissa Hetherington	Administrative Specialist III	Department of Community & Human Services (DCHS)	Peer	Melissa can multi-task like no one else. She can more in half a day than most people do in a full day. She always goes above and beyond by checking in on clients during reminder calls. She works really hard and makes those around her want to work hard too.
Melody Hall	Confidential Secretary	Department of Executive Services (DES)	Director	Melody is a hard worker and dedicated professional who supports the entire OEM organization. She puts in extra time when necessary, including at night and on the weekend. Melody's institutional knowledge is second to none and she is always willing to take on new challenges and work on special projects. Melody is the glue that keeps us all together on an everyday basis.

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<b>Rocio Martinez-Lopez</b>	Administrative Specialist III	Department of Executive Services (DES)	Supervisor	Rocio has helped tremendously with new processes at RASKC- we appreciate her input and great ideas. We especially enjoy her creativity and her desire to help our residents.
<b>Kimberly Robinson</b>	Administrator II	Department of Human Resources (DHR)	She is our Supervisor	From her well-appreciated directness to her humor, Kimberly Robinson is the utmost professional. From her attention to detail and follow-through to her patience and grace when a learning opportunity arises, she is an accessible teacher, a proven teammate, and a well-liked supervisor. We all learn so much from her daily and we know our department would surely crumble without Miss Kimberly's presence.
<b>Rhonda Mendel</b>	Confidential Secretary II	Department of Information Technology (KCIT)	Manager	Rhonda is an amazing and kind individual who goes above and beyond to help our team members, business partners and any person.
<b>Mahak Chopra</b>	Administrative Specialist III	Department of Information Technology (KCIT)	Director	Mahak is that rare person who has an amazing "can do" attitude and one who cheerfully takes on more and more work regularly. She is not intimidated by new assignments and responds immediately to requests for support whether she is totally familiar with the work or new to it. Her day to day work is flawless and her work supporting the PSERN Project has been invaluable.
<b>Elizabeth Willoughby</b>	Executive Secretary/Asst II	Department of Judicial Administration (DJA)	Supervisor	Just wanted to give a shoutout to Elizabeth Willoughby! She has been incredibly helpful (and SO knowledgeable) as I have started in the Clerk's Office. She clearly wears many hats for DJA, and balances it all with a smile on her face, and patience to help those that need it. Hands down an MVP for our department!

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<b>Natalie Wood</b>	Legal Admin Spec III	Department of Judicial Administration (DJA)	Peer	When I was asked to help out with Zoom hearings in the Ex Parte Dept, Natalie was right there to answer my questions. She is VERY knowledgeable of that dept. and she knows how to keep things flowing. Natalie is truly a valuable player and although we all work hard and contribute in our special way, her performance stood out to me bc she is just so knowledge and willing to share! I should add, she also seems to stay 2 steps ahead of things.
<b>Chris Zanassi</b>	Administrator II	Department of Natural Resources & Parks (DNRP)	Peer	Chris is an "Office Ninja" for the DNRP Director's Office. The knowledge of all things equips her to be supportive and responsive when called upon. She is exceptional at moving things forward and getting things done. Big Cheers to Chris The Zanassi!!
<b>Marla Oughton</b>	Executive Secretary/Asst I	Department of Natural Resources & Parks (DNRP)	Peer	Stalwart dedication to the mission of King County DNRP.
<b>Sylvia Aro</b>	Administrative Specialist	Department of Natural Resources & Parks (DNRP)	Peer	Sylvia is widely recognized by her admin peers as well as her section and staff members from the WLR Division for being that person who goes the extra mile. She works hard, never complains, takes on a variety of tasks from "outsiders" like me, and helps others who work outside her section. She's humble, very hard-working, creative, and has bailed me out many times with advice and direct help. Sylvia deserves formal recognition for her outstanding performance and helpfulness.

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<b>Margarita Aguado</b>	Administrative Staff Assistant	Department of Natural Resources & Parks (DNRP)	Peer	Margarita always greets us with a smile and positive energy. Even though she has not had a chance to meet a majority of us in person she makes us feel like we all have. She keeps our meetings organized and discussions moving. A great new asset to the WTD Project Control group.
<b>Ellie DiCola</b>	Fiscal Specialist III	Department of Public Health (DPH)	Supervisor	Ellie has been an excellent communicator through very complicated and confusing processes. She has taken it on herself to figure out those processes and then bring clarity back to the team. She has also been instrumental in ensuring our programs continue to run smoothly.
<b>Susan Alpasan</b>	Administrative Specialist III	Department of Public Health (DPH)	Peer	Susan has been extremely helpful during the transition from working remotely to in person. Even though we've moved to a remote environment, our files are not electronic just yet. She's continued to provide support to our remote staff by going on site when needed to provide information to those working remotely, and ensuring we're still following procedure and best practices. She's also been with Public Health for a long time and has a wealth of knowledge on various topics, processes and practices. She has a good sense of humor, and she's always helpful. I really do enjoy working with her!
<b>Sokkhanha Esteban</b>	Administrative Specialist III	Department of Public Health (DPH)	Peer	Sokkhanha is always thorough in her work and is a valuable person in the lab. She always gives me constructive criticism and encouragement. I very much value and respect her as a person and as a coworker.
<b>Pam Look</b>	MSS Administrative Specialist II	Department of Public Health (DPH)	Co worker	Pam is always willing to help when needed. She is courteous and welcoming to our clients. Pam is a great client advocate- championing for the needs of our clients!

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<b>Andrew Burns</b>	Administrative Specialist II	Department of Public Health (DPH)	Peer	Andrew has always been THAT person that everyone counts on, though rarely recognized. Since all of this started a year ago, he takes care of his own responsibilities, and still finds the time to help all of those around him.
<b>Stephanie Scappini</b>	Administrator II	Department of Public Health (DPH)	Peer	Stephanie is always available to answer questions, provide feedback, and is eager to lend a hand when needed. Stephanie's dedication to customer service is superior!
<b>Cristel Solis-Barrientos</b>	Healthcare Navigator II	Department of Public Health (DPH)	Peer	Where do I start? Cristel is an excellent communicator. She always lets co-workers know when she will be away and who to contact/what to do in her absence. She is easy to reach when a client has a need for assistance with Medicaid or other applications. The clients appreciate her and I have heard from numerous ones how patient Cristel is with them. She is also a point of contact for questions about Medicaid, SNAP, etc. Thank you, Cristel, for all you do!
<b>Renita Borders</b>	Administrator	King County Council (KCC)	Director	Renita is one of the hardest workers I've ever had to pleasure of working with. She steps up time and time again to make sure that the King County Council has everything they need to serve our constituents. Her willingness to take on any task makes her a valuable team member!
<b>Bridget Bentson</b>	Administrator - Ccl	King County Council (KCC)	Manager	Bridget is always very diligent when doing her job and always makes sure that no matter how small, every detail is covered!
<b>Cindy Hunter</b>	Legislative Secretary	King County Council (KCC)	Supervisor	Cindy is an asset to our office and gives every customer great customer service!

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<b>Bryan Baird</b>	Executive Secretary/Asst II	King County Executive Office (KCEO)	Colleague	Bryan has always been a pleasure to work with and is always willing to help solve problems when called on.
<b>Mickayla Rogers</b>	Executive Secretary/Asst II	King County Executive Office (KCEO)	Peer	Micki's organizational skills are top-notch. Even better, she is someone who is able to quickly get to the heart of the problem and collegial work with others to figure out what needs to get done. I've never met her in person, and even so I can't imagine what it'd be like to work at PSB without her!
<b>Venus Mollette</b>	Executive Program Assistant I	King County Executive Office (KCEO)	Peer	I admire Venus. Her customer service skills are next level good. She can deftly diffuse fraught situations, and I think it's in large part because everyone who's had the pleasure of interacting with her knows she brings sincerity and a genuine desire to help to all she does.
<b>Denise Dickinson</b>	Administrative Specialist IV - Precinct 4	King County Sheriff's Office (KCSO)	Peer	Denise is highly competent in managing the office, keeping track of equipment and making sure the deputies are in compliance with their paperwork and equipment. She is friendly and approachable and always willing to help another out. Denise goes beyond her duties and shows compassion for all those she works with, along with the public we serve. Great job Denise! Keep up the good work.
<b>Kimberly Johnson</b>	Executive Secretary/ Assistant III - Policy Direction	King County Sheriff's Office (KCSO)	Peer	Kim is a customer service master! Her devotion to the community and and her peers by helping to provide prompt and kind assistance shines through with each communication and interaction! Her professionalism is superb!
<b>Gurkeert Bagri</b>	Administrator I	Metro Transit Department (MTD)	Colleague	Keert is a pleasure to work with, and provides outstanding administrative support to the recruiting team!

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Q2-2021 & Q3-2021

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Janis Ercambrack	Executive Secretary/Asst I	Metro Transit Department (MTD)	Colleague	I'd like to recognize Janis for always being quick to respond to any question, even if it isn't in her area of responsibility.
Sara Stefano	Administrator II	Metro Transit Department (MTD)	Peer	Sara is the Marine Division's first line of defense for EVERYTHING. She has a wide range of knowledge on a great deal of tops and is always there to help everyone out. She takes care of meeting, training, payroll, ridership, purchasing, MBR dashboard, and I'm just hitting the surface. I hope I tell her enough how much she is appreciated, but if not, thank you Sara for all you do for Marine, and me!
Hilary Castle	Executive Secretary/Asst I	Metro Transit Department (MTD)	Peer	Hilary exemplifies ultimate professionalism. She is fully engaged in all aspects of her work. She is able to expand the boundaries of her already-vast skillset to adapt to changing priorities and needs. She is responsive, thoughtful, courteous, efficient, intelligent, and personable. Above all, she cares deeply for those she works with and for, and Metro as a family and worthy cause. "D. All of the above" brands her as an invaluable human resource asset to here peers, Metro, King County at large, and the residents of King County. Please fund and initiate the Hilary Castle cloning project immediately. :)

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Q2-2021 & Q3-2021

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<b>Mark Ordenstein</b>	Administrative Specialist	Metro Transit Department (MTD)	Peer	Mark is part machine, part human, in just the right mix. He stepped into an administrative position with our team that was in total disarray and buried under an avalanche of work. Mark set to work and within a couple of months established an efficient and organized system for handling all of it. He also modified the systems to accommodate new work/needs that came his way. Most humans would have run away crying. While mark did have some more-than-justifiable snark, he kept his Aloha spirit throughout all the work he did. He has since moved on from our team and the new team that he joined has received a human straight out of the Efficiency & Organization Expert Handbook, sections 37-105. It was a big loss to our workgroup when he left. Big size 18 shoes are still sitting empty on the floor.
<b>Fabricio Alves</b>	Administrator I	Metro Transit Department (MTD)	Peer	Fab just started with Metro Mobility Division, and has immediately made a huge impact. His kindness, professionalism, and easy-going style are much needed during these trying times. He's even escorted me on my walk when I've felt uneasy with being a target as Asian hate crimes are on the rise. Fab is a great coworker & person!
<b>Teri Thompson</b>	Administrator I	Metro Transit Department (MTD)	Peer	Teri is truly "the brains" of our department (Market Innovation.) Every task she performs is on behalf of all of us: payroll, contracts, records management, equipment, communications, and a thousand other responsibilities. She keeps us in compliance, doing so with much patience, a lot of love, and continued selflessness.

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<p><b>Beverly Harrelson</b></p>	<p>Administrative Specialist II</p>	<p>Department of Public Health (DPH)</p>	<p>Peer</p>	<p>Beverly has been with the county since the opening of the King Dome. To get her to leave they literally had to blow up her job! From there she worked at multiple locations in Environmental Health finally landing at Eastgate Public Health in October of 2009.</p> <p>Beverly currently works as the greater at or front desk. The first thing our patients for Family Health, Family Planning, Dental, Pediatrics and WIC/MMS see is Beverly's smiling face and they hear that cheery and welcome voice 'Hello or Good morning when Beverly laughs you can hear it radiate with its infectious tone over the years il have seen many people smile and laugh in joyful response.</p> <p>In addition to greeting patients and clients she orders supplies for the clinic, everything from paper towels and staplers to ergonomic chairs for staff and business cards for doc. She processes all the license renewals for medical and dental staff and see that our county cars are maintained.</p> <p>Beverly never calls in sick and always has a smile and a great attitude. Despite recently losing her her husband quite suddenly in an accident she only took 5 days off to grieve. The reason she gave was she needed to be around friends and family. That is what Beverly is to all of us at Eastgate always friend to all and family to those lucky enough to be allowed to love her like a sister, a mom, an aunt.</p>

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Q2-2021 & Q3-2021

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<b>Corinne Easter</b>	Transit Admin Support Spec III	Department of Executive Services (DES)	Peers	<p>Corinne always has such a positive outlook in dealing with any situation. She has a calm, cool gracious demeanor and is always ready to help. I appreciate all she does especially in this virtual environment to keep us all connected.</p> <p>Corinne has been so supportive not only to myself personally but to our entire P&amp;P group. She coordinates and facilitates our bi-monthly section meetings, keeping them on track and all so seemingly effortlessly. You really know and feel that she values her co-workers and I REALLY appreciate all that she does for our section.</p>
<b>Roger Bruckshen</b>	Administrator I	Metro Transit Department (MTD)	Peers	<p>Roger goes above and beyond for every team member no matter how big or small the task is. He's the hardest working person I know and always does it with a smile. If you have a question, he will stop what he's doing to listen and help in any way he can. I don't know what he gets paid, but he certainly doesn't get paid enough for everything he does for the team. Roger our success is a reflection of your hard work. Thank you for everything you do.</p> <p>Roger has been there for me since I joined King County Metro during COVID-19 mandatory work-from-home. He took care of my work-related needs, made me feel comfortable with Mobility Services, and answers any questions I have with a can-do attitude. I'd be lost and lonely without him. When we're both at KSC, he'll treat me to coffee, which is always needed and appreciated. He's a rockstar!</p>

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Q2-2021 & Q3-2021

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Lillian Hawkins	Court Coordinator	King County District Court (KCDC)	Employees	<ol style="list-style-type: none"> <li>1. I appreciate how Lillian encourages our office to learn and grow. She treats us all as leaders and works to empower us.</li> <li>2. Lillian clearly sees the valuable role that the Call Center plays in the daily functioning of the court and is always open to hear feedback on how things can run more efficiently. She is always ready and willing to take this information to the court locations, so that we can all work together to serve our customer - the public.</li> <li>3. Even during difficult times, Lillian has a unique way of enabling us to do our best. She fosters a good environment where your input is valued and you're happy to be part of the team.</li> <li>4. I appreciate Lillian's passion for ensuring that our community has access to justice, and her compassion when dealing with difficult situations. She is the most supportive supervisor I have ever had.</li> <li>5. I appreciate Lillian's efforts to reach across teams at the court to bring in leaders who help explain how things work in their spaces. This helps the call center to be more knowledgeable about court operations and give better answers to our customers.</li> <li>6. Lillian always takes a positive approach and strives to keep each of us motivated during tough times. I appreciate her ability to be able to listen to each one of us, and at the same time provide input, and know-how from management perspective.</li> <li>7. I appreciate Lillian for motivating and supporting our team and making tough decisions, you are a true inspiration.</li> <li>8. Lillian values each of her employees. She recognizes the skills we have as individuals and continually builds us up to be successful employees and leaders.</li> <li>9. Lillian actively listens to our concerns and needs as employees. She is a proponent of training and problem solving. This allows us to serve the court, the public and King County to the best of our abilities.</li> <li>10. Lillian's words of encouragement, wise advice and everything previously mentioned in this list contributes to our success at work and personal life.</li> <li>11. Thank you Lillian for motivating and supporting all of us here at the Call Center. Your help and support makes this Call Center team a success.</li> </ol>