



TECHNOLOGY MOVING AT THE SPEED OF THOUGHT®

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## Spring Cleaning: Refresh Your Home and Workspace

Mark your calendars, as the National Park Service (NPS) predicts the DC Cherry Blossom peak bloom from March 23 to 26, 2024. With spring often being associated with renewal and growth, aligning our home cleaning with this symbolism allows us to embark on a fresh start. Engaging in spring cleaning can elevate your mood, foster a sense of accomplishment, and enhance overall well-being. The positive effects of a clean environment extend to reduced stress levels and increased happiness. Instead of tackling one room at a time, consider following a 30-day checklist that guides you through each task in different rooms.



This approach ensures motivation stays high while preventing feelings of being overwhelmed. Tasks range from dusting and sweeping or vacuuming floors to organizing drawers. As you go beyond mere cleaning, think about personalizing your space with motivational posters, colorful accessories, or even a desktop plant to infuse positivity and springtime vibes into your home.

The benefits of a clean workspace extend beyond aesthetics to encompass focus, efficiency, and overall productivity. A tidy desk and organized papers, files, and supplies contribute to a positive work atmosphere. I can assure you that our customers will also appreciate it. Like spring breathing new life into nature, refreshing your workspace injects a sense of freshness into your daily routine. Whether you work in a cubicle or an open office, spring cleaning involves decluttering, cleaning, and getting organized. Regular cleaning maintains a hygienic environment, reducing the risk of illness and lost productivity. Take the time to organize your desk, adjust your chair and monitor for comfort, and implement habits that promote a more ergonomic and efficient workspace.

Building on the idea of spring cleaning, consider using this time to enhance your organizational skills. Develop clear short-term and long-term goals, breaking them down into smaller tasks with specific steps and deadlines. Tools like calendars and task management apps can aid in tracking your progress. Prioritize tasks, create to-do lists, and manage your time effectively by allocating specific blocks for different activities. Resist the urge to multitask, as it can decrease efficiency. Don't hesitate to ask for help from your colleagues

with the right skills. Organize your digital files, create folders with clear naming conventions, and leverage tools such as calendars and reminders. Establish a positive morning routine that includes task reviews, planning, or meditation. Continuously refine your workflow based on what suits you best, remembering that organization is a skill that can be developed over time. By implementing these strategies, you'll not only enhance productivity but also create a more efficient and stress-free work environment. And who among us would not benefit from a little less stress in our lives?

### **Warren McQueen, Senior Vice President**



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## **TekSynap Celebrates Toni Fisher's Recognition as a Top 50 Women Chief Administrative Officers of 2024**



We are delighted to announce that **Toni Fisher**, our esteemed Chief Administrative Officer, has been honored as one of the **Top 50 Women Chief Administrative Officers of 2024 by Women We Admire**. This prestigious recognition celebrates the pivotal role CAOs play in managing operations and steering strategic business goals in large organizations.

Since joining TekSynap in 2015 Fisher has been a driving force behind our success. Under her leadership, TekSynap has experienced a staggering growth of 3328.57% in employee count alone.

With over two decades of experience in fostering small businesses and leading transformative initiatives, Fisher is a collaborative leader known for achieving tangible outcomes. Her expertise lies in harmonizing systems, processes, and people, and she has orchestrated significant enterprise overhauls by implementing cutting-edge technologies and modern practices.

In addition to her remarkable achievements, Fisher is also a dedicated mentor. She firmly believes in the power of women lifting each other up. As Serena Williams once said, "The success of every woman should be the inspiration to another. We should raise each other up." Fisher embodies this spirit, continually inspiring and empowering those around her. Fisher is a champion of organizational growth and positive change. She emphasizes the power of a constructive mindset in driving productivity and nurturing a vibrant workplace culture. At TekSynap, she oversees a wide array of functions, including HR, recruitment, diversity initiatives, communications, marketing, quality assurance, security, compliance, and facility management.

Join us in celebrating Toni Fisher's remarkable achievement and her invaluable contribution to TekSynap's success.

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## Q4 2023 Quality Objectives on Display

We all play a role in meeting our corporate quality objectives. To see how we're doing, please check out [Q4 2023 Objective Share .pdf](#)

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2024  
**Walk About Mini Golf Winners**  
Matthew Rosov and Kevin Williams  
NEXT!

Please take a moment to congratulate **Matthew Rosov** and **Kevin Williams** (Team, **Next!**) as the winners of TekSynap's 2024 Oculus Walk About Mini Golf Tournament!

It has been amazing to continue the TekSynap virtual tradition. A very special thanks to all participants as well as those who made this tournament a reality.

See you all again in 2025!

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## Caught in the Act

**Mike Valoon** was applauded for his professionalism and super get-it-done attitude.

**Ayzinah Haile** and **Jamal Armstrong** were given kudos for their great expert work and customer service.

**James Beamon** and **Terrance Sullivan** were thanked for their continued support.

**David Johnson** was recognized for being calm and professional while providing excellent customer service.

**Alexis Windsor** was thanked for coordinating, organizing, and leading a successful teambuilding event.

**Michael Alexander** was recognized for his outstanding support.

A customer recognized **Kathy Lincoln** by stating, "her diligence and hard-working attitude are always at play; she goes the extra mile to achieve the best results for her customers; she doesn't stop until the problem is solved. She is an excellent team player and I appreciate her support".

# ESD Awards

## **Customer Service Award: Bibek Ghimire**

Bibek Ghimire is recognized with the Customer Appreciation Award for exceptional service and commitment to excellence. His dedication has not only been noticed but praised in several customer kudos, highlighting his "smooth and efficient laptop exchange," "patience and persistence in resolving issues," and the ability to provide "quick solutions and exceptional customer service." His consistent effort to go above and beyond has set a high benchmark in customer service, leading to a significantly positive and lasting impact. Bibek's adeptness in turning challenges into successes and supporting both team and clients alike have truly exemplified the spirit of service excellence.

## **Technician of the Quarter: Dakota Owens**

Dakota Owens is awarded Technician of the Quarter for his dedication and performance since his first day. His adaptability and consistent delivery of high-quality work have set a commendable standard in our team. Dakota's proactive learning of the WMS system, coupled with his diligent management of equipment disposal and asset updates, have enhanced our operational efficiency. He is not only a technical expert but also a personable colleague, always ready to lend a hand and share his knowledge. Dakota's blend of technical proficiency and friendly nature makes him a cornerstone of our team, contributing immensely to both morale and productivity.

## **Team Player of the Quarter: Michael Lorincz**

Michael Lorincz earns the Team Player of the Quarter title for his contribution to fostering a positive and collaborative work environment. His support to colleagues and impressive problem-solving capabilities has significantly elevated team performance. Michael's willingness to step up, combined with his leadership skills, has been pivotal in maintaining high morale and team spirit. His constructive attitude and proactive approach in tackling challenges exemplify his role as an outstanding team player. His actions have not only earned him the respect of his colleagues but have also positively influenced our customer experience, confirming his integral role in our team's success.

## **Employee of the Year: Emily Perna**

Emily Perna is celebrated as Employee of the Year for her outstanding leadership and management abilities. Her role as a site lead and enterprise queue manager is marked by strong direction, focus, and a remarkable capacity to balance various responsibilities. The training manual she authored has been a crucial asset in team development and operational efficiency. Emily's authentic leadership style, coupled with her dedication to communication and team well-being, has created a nurturing and productive work environment. Her efforts have not only improved team morale and cohesion but also strengthened our relationships with customers. Emily's unique blend of compassion, reliability, and strategic insight has been pivotal in shaping a team that excels in both service and collaboration.

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Don't forget to let your Quality team know about all the good things going on at TekSynap by submitting your Kudos on the [Employee Portal](#).

Help us recognize our employee contributions in the monthly Newsletter.

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Here is **DWann Herron's** baby, Londyn, still spreading holiday cheer. She is wishing she could go back to the holidays.



## TekPets



**Peanut** says send in pictures of your pets for the newsletter!

Feature your pets in the next newsletter!

## TekSynap Travels



**Leonard Newman** utilized the reward from TekSynap's 5 year anniversary gift to embark on a trip to Roatan Island in Honduras. During his visit, he celebrated his 35th birthday and his daughters were able to experience their mother's hometown. His daughters also had the chance to hang out with their younger cousins. They made sure to also enjoy some delicious food and the beach for a few days while visiting.



## Certification Corner

### **Yousef Nazary**

Splunk Core Certified User

### **Dylan Rex**

Mist Location  
Mist Wifi  
Certified Wireless Specialist

### **Lorenzo Torralva**

ECSE Design

### **Keith Hicks**

ITIL4

### **Michael Ireland** RTPM

### **Nicholas Caldwell**

ECSE Advanced

### **Ahmed Ibrahim**

ECSE Design

### **Warren McQueen**

ITIL4 Managing Professional  
ITIL4 Specialist - Create, Deliver, & Support

### **Tarah Preddie**

HDI Support Center Analyst

**Dakota Evans**

Certified Wireless Technician

**Phelan McQueen**

CWAP 404

**Alex Valtierra**

Mist Location

Mist Wifi



## Employee Learning Program

Employees are encouraged to use the Employee Learning Program (ELP) Benefit. [Click Here](#) to access the form.

If you have earned a new certification, please add it to your ADP profile. Remember to include the effective date.

**ADP > Myself > My Information > Profile**

And email a copy to [HR@teksynap.com](mailto:HR@teksynap.com)

**Updating your certifications in ADP will help us identify you for career advancement opportunities.**

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## Open Positions

**CSfC – Honolulu, Hawaii**

Sr System Engineer  
Network Engineer Associate  
Cyber Security Auditor

**DOI BSEE TIMS – Remote**

Software Engineer APEX  
Senior Database Developer

**NSOC/NEDIIS – (Cleveland, OH)**

WAN Systems Network Engineer

**NRC GLINDA ADAMS**

IBM FileNet System Architect SME

**DTRA – (Fort Belvoir, VA)**

Senior Systems Administrator

**FBI-NEMO**

Senior Network Engineer (Huntsville, AL)  
Network Engineer – Wireless (Quantico, VA)  
Senior Network Engineer – Wireless (Quantico, VA)



Please email your referral resumes to [careers@teksynap.com](mailto:careers@teksynap.com) to receive up to \$5,000.

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## New Cigna ID

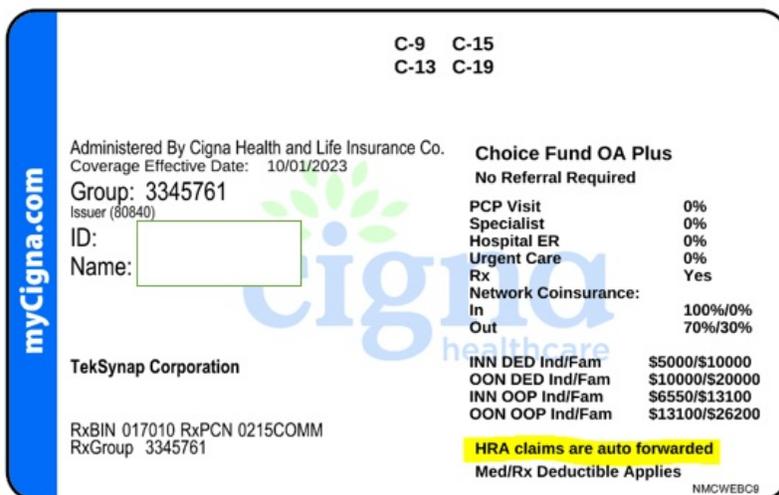
In an effort to streamline the claims process through the Cigna medical insurance, we have worked with Cigna to update our digital ID cards. The new Cigna ID has “HRA claims are auto forwarded” on the bottom right.

We hope this will allow for smoother claims processing and prompt medical providers to send claims directly to Cigna for payment. The digital ID card is identical to your current card except for “**HRA claims are auto forwarded**”.

New Cigna IDs are available for enrolled members to download on their MyCigna app or **online account**.

On the online portal, you can view your member ID on the top right under “ID Cards” then click “View My ID Card”.

If you have any questions, please review the [Cigna FAQs document](#) or reach out to [HR@teksynap.com](mailto:HR@teksynap.com).





# Happy Ten Year Anniversary

De James and Brandon Groenert

## Happy 5 Year Anniversary to 22 employees this month!

Your travel ward is right around the corner! Be sure to check your TekSynap email at the end of the month.

### Anniversaries

#### Ten Years

Brandon Groenert  
De James

#### Six Years

Timothy Bailey  
Danielle Sansone  
Spencer Ellingsen  
David Mendoza  
Jocelynn Arreola  
Derek Murphy  
Dominic Politi  
Trey Lesslie  
Steven Platte  
Matthew Goad  
Jordan Singmore  
Matthew Davis  
Steve Sandum

#### Five Years

Chul Suk  
Daniel Mirkovic  
Avneesh Arya  
Julie Dean  
Sarah Law  
Tina Kieffer  
Robert Parker  
Fraser Novaco  
Faithlyn Johnson-Dutch  
Michael Azmoudeh  
Scott Morris  
Jaime Marquez  
Aaron Margerum  
James Greenland  
Jovan Dennis  
John Kayastha  
James Shilling  
Thomas Drake  
Russell Adams  
Willie McKoy  
Noureddine Benahmed  
Pierre Bowery

### Welcome, New Employees!

Julius Herring  
Silvanus Beckley  
Kadie Bangura  
Steve McGinnis  
Xiangyu Wang  
Lowell Knight  
Willie Lewis  
Benjamin Hammer  
David Carter  
Jeff Amspaugh  
Shante Knight  
Michael Hansen  
Mikhail Minnis  
Lee Goldstein  
Leonora Gyenai  
Jun Carlo Marzo  
Jason Heil  
Naomi Mills  
Brenden Malone  
Jacqueline Bosco  
Megan Beirne  
Dakota Black  
John Garner-Hern  
Dennis Lloyd  
Mitchell May  
Taylor Kaplan  
Jaya Duddukuru



**Four Years**

Daniel Boes  
Colden Hylton

**Three Years**

Christine Schemmel  
Marcus Dalton  
Andrew Frame  
Patrick Swearengin

**Two Years**

Miguel Dalmeida  
Dominic Lacovitch  
Danielle Hackett  
Frederick Wolfe  
Christopher Harcourt  
Julie Glaubach  
Jonathan Greenidge  
Nina Yanez-Brant  
Hunter Harkness  
Stephanie Fassler  
Kellen Shimabukuro  
Gustavo Ramirez  
Deuntae Grimes  
Christopher Hinkel  
Amtulnoor Latif  
Nicholas Spanos  
Andre Warwar  
Bryson Wolfe  
Dylan Rex  
John Boakye

**One Year**

Ethan Thurman  
Carri Taylor  
Jaime Villarreal  
Edwina DeLeon  
Ji'lon Pegeese  
Dakota Evans  
Dan Le  
Gary Millstein  
Tyler Ortis  
Eric Foster  
Jazmine Citizen  
Curtis Givens  
Julie Witt  
Victor Flomo  
Miguel Aguirre  
John Lollis  
Michelle Ewers  
Edward Shaffer  
Felix Ajayi  
Whitney Chavez  
Maribel Benitez Trujillo

William Overton  
Delvauhn Palmer  
Jeremy Dean  
Dylan Settle  
Bryan Bessette  
Thomas Reyes Jr  
Devin Castro  
James Shepherd  
Michael Valoon  
Rebekah Hamilton  
Kerriann Embree  
Melvin Silas  
Curtis Handley  
Felescia Terry  
Kisha Mckenzie  
Stephen Sarracino  
Dawn Butler  
DWann Herron  
Amanie Roberts  
Reginald Kelsey Jr  
Frank Erick  
Pounguen Yonga  
John Gutierrez

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