



Newsletter Issue No. 70

January 2022

Mission Possible

Full disclosure, I had some serious writer's block when I sat down to write this article. In my defense, it has been a surreal experience to witness our drastic growth and mission development. Since our inception as a company in 2008, I have been honored to work alongside talented and visionary individuals who make this company great. We have surpassed our “coming-of-age” stage and continue to experience new and exciting changes. You’ll notice a new version of our rocket, which has been a January feature each year. I had this vision that the rocket would represent our stages of growth as a company. Over the years, we have depicted the rocket starting on the launching pad, then transitioning through space on an upward trajectory.

In 2021, our company graduated from our small business status and into the full and open competitive landscape. We now find ourselves competing with the largest of systems integrators. I have had to catch my breath when I consider the daunting task of competing against a long list of talented large businesses. However, luck favors the prepared and we have been preparing for years. We had a solid plan of what we needed to achieve before reaching that pivotal point in our history. I believe that we are outfitted with the right people, tools, and vision to take this exciting next step as a company. Throughout 2021 we had success doing just that across all our business areas – competing on full and open solicitations – and winning the day. Just a few days ago our company won a large award with the Defense Logistics Agency. An effort that, had we lost, would have caused the company to be reduced by a significant number of employees. The program is called Enterprise Service Delivery II (ESD II).

The win of DLA ESD II is significant for many reasons. First, it was a recompetes for the company and recompetes wins are always difficult. Second, it was competed full and open large business effort. Third, it was contested by several other large business bidders. In baseball, you always hope to hit a home run, but when you get up to the plate, you don’t know what the outcome will be. Securing an award for DLA ESD II was a home run hit for the company. It’s a testimony to what is possible when everyone pulls together with a common goal. I want to congratulate all our brave and committed employees on the DLA ESD II program. Without our amazing ESD team representing us so well on the contract, this win would not have been possible. In addition, our proposal, recruiting, HR, security, and management teams all worked together to create a winning submission. This is a win to be celebrated!

Last year we proved that we have what it takes to succeed. In addition to our success at DLA, we have expanded our presence at the Nuclear Regulatory Commission, Defense Threat Reduction Agency, Veteran Affairs, Interior, Commerce, Army, and in the intelligence community – just to name a few. We are actively pursuing work competed as “full and open”

in new agencies and expanding our presence within our current customer base by offering other services in our capability portfolio.

So back to the rocket. TekSynap has successfully overcome the trials necessary to propel this ship out of our atmosphere and into the next frontier of our evolving mission as a company. Now that we have crossed the threshold into the full and open market, it is up to us to decide where our ship goes next. My wife frequently reminds me, *It isn't about the destination – it's about the journey.* I am grateful to be a part of the culture, mission, and vision that we have cultivated over the years. Thank you for being on this wonderful journey with us.

Kam Jinnah



Refer a Friend in the New Year

Happy New Year!

As the New Year unfolds, this is a great opportunity to talk about the referral program at TekSynap. Over the course of the past four years, we've hired over 230 employee referrals and 76% of those referrals are still employed today! That is an outstanding number for a company of our size.

In our early years as a company, a majority of our employees were referrals. And even now, employees are our best referral source. Our employees often refer individuals that share a similar work ethic and values. They act as ambassadors for the company; giving insight to the candidate about the type of company, culture, and benefits we offer. There is no better testimony than from someone who already works for TekSynap.

We have a great referral bonus program! TekSynap offers \$3,000 for a candidate that fills a cleared position, and \$1,000 for a candidate that fills an uncleared position. Bonuses are paid out after the referred employee reaches their 90th day of employment.

If you see a position on LinkedIn, share it with your friends on social media! Make sure your referral puts your name on their application as their referral source. Check the TekSynap website for open positions and reach out to careers@teksynap.com if you want to directly submit resumes.

More to come on an employee referral challenge for 2022!

TekSynap's Federal Holiday Schedule for 2022

2022 Holiday Schedule

Date	Holiday
Friday, December 31, 2021*	New Year's Day
Monday, January 17	Birthday of Martin Luther King, Jr.
Monday, February 21**	Washington's Birthday
Monday, May 30	Memorial Day
Monday, June 20*	Juneteenth National Independence Day
Monday, July 4	Independence Day
Monday, September 5	Labor Day
Monday, October 10	Columbus Day
Friday, November 11	Veterans Day
Thursday, November 24	Thanksgiving Day
Monday, December 26*	Christmas Day



Caught in the Act

Sara Thompson was recognized by a customer for her hard work, expertise, and persistence.

The **NE-MA Team** recently received kudos from their government leads for a job well-done.

Last quarter **James Coleman** received two notable kudos from customers for his support on DENIX.

Kimberly Snyder recognized **Carrie Veath**, **Kurt Creech**, and **John Lyon** for all of their super hard work on the USPTO EDAD proposal.

Jeremiah Nance commended **Bentley Posey** for his hard work, determination, and professionalism.

For the second time in the fifth year of the EM/CSS contract the ESD had a perfect (100%) speed of Answer SLA for the month of December. The ESD team led by **John Evangelista**, **Daniel Fuentes**, and **Jesenia Fonseca** ended the year with two consecutive months of 100%. No small part of this success was possible without the other agents.

Quintina Poole, Donald Long, Kirk Jackson, Randall Powell, Pelagio Perez, and Jacob Miller won the Gulfport CRTC Holiday Door Decoration Contest.

Robert Kennett was recognized for being a SUPERSTAR and for his ability to get systems quickly back up and running.

Billy Blackmon wants to thank **Ivan Santana-Gomez** for his tireless work and for going above and beyond the call of duty to ensure the betterment of their team.

Barbara Bishop was given kudos for her technical and tactical knowledge while going about daily activities with little to no guidance.

William Talbert was applauded for his contributions to the publication and release of the Field Manual, Human Resources Support doctrine.

Stone Baggiano recognized **Jeffrey Talarico** for providing great support for USPTO.

Maria Lindsey was commended for her unquestionable dedication to her mission and her team.

Tiffany Bean was recognized for her outstanding support in prepping for the BSEE DMS contract and for her diligent work at the end of 2021.

Don't forget to let your Quality team know about all the good things going on at TekSynap by sending Kudos and Shoutouts to quality@teksynap.com. We use these to recognize TekSynap greatness in the monthly Newsletter.

Congratulations to Steven Thomson on his Retirement

We'd like to congratulate **Steven Thomson** on his retirement.

Steven has been an integral part of our company for the last 3 years. His contributions will always be valued and remembered. His hard work, commitment, and dedication are worthy of admiration.

In retirement, Steven plans to do quite a bit of traveling. He will also have time to pursue his passion for baking. We wish Steven the best of luck!



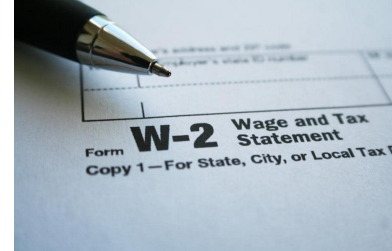
(Steven is pictured with John Wynn (SMS) and Kalyann Workheiser, AFRL PRISM)

W-2's Now Available!

W-2's have been mailed out to your personal address listed

in ADP. Employees can also access their W-2's through the ADP portal.

Navigate to ADP on the [TekSynap Employee Portal](#) and click on [Myself > Pay > Tax Withholdings > 2021](#), and you will find your W-2.



The IRS will start accepting 2021 tax returns on January 24th, 2022.



Congrats to [Eddie Willson](#) for winning the Wireless Team Ugly Christmas Sweater contest! Well deserved! We love it!

Congratulations to the NGA Team

For the first time since the beginning of the NGA ManTech EM/CSS contract (2017) the Enterprise Service Desk scored 100% for the speed of answer SLA. The impetus to this success is the three TekSynap personnel leading ESD. Of the top four personnel managing ESD, three are TekSynap.

ESD is led by [John Evangelista](#) and a Mantech deputy. The Operations Lead is [Daniel Fuentes](#), and the training lead is [Jesenia Fonseca](#).

The ESD has made huge improvements since the three of them assumed their roles in October, including being on track to exceed the SLA standard for December.

Their efforts validate TekSynap's EMS proposal theme for NGA (follow on contract)- TekSynap will be an independent leader with ManTech as a sub in exceeding the standards for the EMS contract. The government has taken notice.

Thanks for the hard work, [John](#), [Jesenia](#), and [Daniel](#)-- you have us on the path for a WIN!



Tiny Team TekSynap!



New Orleans employee, **Jami Fourcade** and her husband, Leon welcomed their firstborn, Addison, on December 21, 2021.

John Newton welcomed his daughter, Evelyn Lorraine Newton on January 9, 2022.



TekPets

Sarah Steamer's Miniature Pinscher

Meet Elvis! He's an 11-year-old miniature pinscher rescue who loves to hike, play in



water, nap with his Ducky Man, and wear cute neckties! We often comment on those giant ears – and his big heart!

Feature your pets in the next newsletter!
Send pictures of your companions to news@teksynap.com



Certification Corner

Pierre Bowery
PMP

Kearstin McGinnis
HDI Support Center Manager and HDI Support Certified Instructor



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

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

Cigna + Therapy

Benefits of counseling

- Explore thoughts, feelings, and worries without judgment.
- Develop coping strategies for different situations.
- Practice self-reflection and awareness.
- Work on habits you'd like to change.
- Improve, understand, and communicate about relationships.

If you are enrolled in TekSynap's Cigna Medical Insurance then you have access to the in-person and online therapy programs. This can be reimbursed from your HRA or if your deductible is met then there is no cost to you. To find these programs and providers, start on the [MyCigna homepage](#) and under "Looking for care? Start here:", you will click on "Therapist". On the next page, you can choose what you want to primarily treat or click "skip" to continue. Next, you will see a list of programs you can review and join that are covered by Cigna Medical. You will see items such as [Ginger](#), [Brightside](#), [TalkSpace](#), direct Cigna providers, etc.

Looking for care? Start here:



Primary Care



Dentist



Therapist

[See all](#)

I'm looking for a provider who primarily treats:

☐ Anxiety

☐ Depression

☐ Cultural & Race Related Counseling

☐ Addiction

☐ ADD/ADHD

☐ Marriage/Couples Counseling

☐ Anger Management

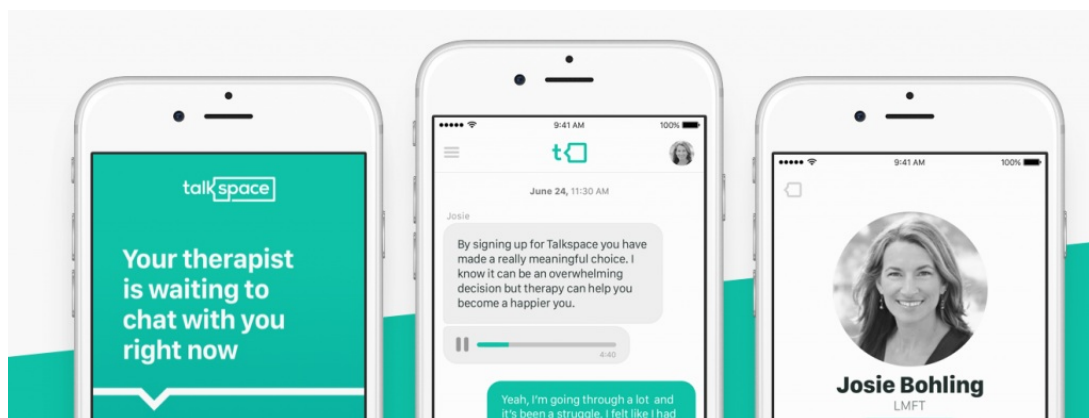
☐ Grief and Loss Counseling

☐ Post-Traumatic Stress Disorder

[View More Options](#)

[Continue](#)

[Skip](#)



Foreign Travel Reporting Requirements: New Year, New Travel Plans?

Business and personal travel needs to be reported to your security officer at least 30 days prior to the trip. The security team will ask you to provide the dates of travel, the purpose of travel, and a point of contact for each location. If you're planning to visit any foreign nationals

you know personally, you'll need to report that too.

Foreign travel reporting is more crucial than ever. Adversaries are more aggressive than ever for U.S. intellectual property and assets. Please make sure to report any encounters with foreign nationals that showed interest in your occupation or anything else noteworthy.

Enjoy your trip & stay safe!



Open Positions

DLA - Columbus, OH

Systems Engineer
Firewall Administrator

DLA - Fort Belvoir

Senior Computer Operator
Firewall Administrator

DISA - Fort Meade, MD or Chantilly, VA

Senior Network Engineer
ITSM Consultant
Senior Cloud Network Architect

DOT EITSS

Cyber Security Engineer Lead (Kings Port, NY)
IT Support Specialist (TX)
GIS Analyst
Desktop Engineer
Zoom Application Support Specialist

NRC SNCC

Sr Security Engineer
Project Manager
Release and Deployment SCCM Engineer

DOJ

Administrative Assistant

Wireless

Site Manager (4)
Wireless Engineer Manager
Project Manager
Project Manager (Activations)
Technician I (3)
Junior Wireless Engineer (4)

Senate

Installation Desktop Tech
Help Desk/Break-Fix Specialist
Service Delivery Coordinator

Audit & Validation Support Services:

IT Systems Auditor

DPAS - Camp Hill, PA



Senior Software Developer
Software Developer

Enterprise Storage - Columbus, OH
Systems Engineer

Firewall - Columbus, OH, New Cumberland, PA or Ft. Belvoir, VA
Firewall Administrator

DLA IOEE - Ft. Belvoir, VA
Cloud Computing Specialist SME

Please email your referral resumes to careers@teksynap.com

Gulf South 2021 Holiday Bowl

Our Gulf South team had a blast at Rock and Bowl during their 2021 Holiday get-together.
Thank you for all that you do for team TekSynap!



Proposal Team 2021 Summit

After a long two years of covid, cancellations, and delays, the proposal team finally got together for the first time! They participated in training focused on the customer's viewpoint when it comes to reviewing and scoring proposals. The proposal team also attended a NHL Washington Capitals game after the training for some fun! This team directly feeds the growth of our company with their hard work and dedication, thank you!



Caught in the Act: *Spencer Miller – HR Credentialing SME*

In mid-Dec 21, **Mr. Spencer Miller** was contacted by Dr. Shanda Lauer, CAC Institutional Research and Assessment Division, to participate in an interview to discuss the AGS HR Credentialing Program. The purpose of this meeting was to highlight the successes of the program with the intent that some of the AGS methods may be used to help shape emerging credentialing policies that impact all TRADOC Schools going forward.



Dr. Lauer's feedback: "After interviewing other Schools as well, I can definitively say that your interview was a great asset to our data collection. You were knowledgeable, your answers were direct, concise, and thorough enough for us to meet our mission to capture best practices, advice, ideas, and opportunities to improve all Schools. I think you struck the perfect balance in terms of quality and duration of answers. Admittedly, there were many questions to get to in the short timeframe of 60 minutes, yet, you sailed through them efficiently, demonstrating advanced preparation and confidence not seen at some other schools. I very much appreciate your time and the information you provided. Your selfless volunteering to be a part of this data collection will benefit the IDC Program as it develops and matures, which will positively impact the contributions made to the bigger Army during credentialed Soldier service, and also impact individual Army Soldiers after they leave the service. We greatly appreciate your hard work."

AGS HR Credentialing Program's Conception and Purpose: On 1 June 2012, The White House "We Can't Wait" Initiative (WH WCW) was announced by the POTUS to help Service Members with high demand skills receive civilian credentials. Focused on Manufacturing and Information Technology MOSs. The SECDEF initiated pilot programs on 30 SEP 12. The White House Veterans Employment Initiative Task Force (VEI TF) identified the Army "Top Ten" MOSs as a priority of effort: 11B, 12B, 31B, 42A, 68W, 88M, 91B, 92A, 92G, and 92Y.

ASA (M&RA) Policy Memo: "Army Credentialing Program" authorized the Army to conduct programs for professional credentialing.

**** FREE to All Soldiers meeting eligibility criteria.**

HR Certifications: Exam preparation through Distinctive HR

Associate Professional in Human Resources (aPHR) \$600 Value

Professional in Human Resources (PHR) \$845 Value

Senior Professional in Human Resources (SPHR) \$945 Value

Additional Credentialing Opportunities:

Certified Associate in Project Management (CAPM) \$594 Value

Project Management Professional (PMP) \$1,399 Value

The HR Credentialing Program has proved to be very successful and is meeting its original intended purpose. The AGS program started in 2014, to date, here's the number of Soldiers (OFF/WO/ENL) that has been certified:

Total Certified: 1,673; Pass rate in FY21 was 71%.

Non-Service TekSynap employees are also able to take these courses via ELP!



Anniversaries

Seven Years

Julie Ennis

Six Years

Pearl Prince

Five Years

Robert Elmore

Sarah Keiper

Four Years

Valerie Fronczak

Jared Shapiro

Brittaney Davis

Thomas Sena

Dennise Shally

Three Years

Sean Kim

Welcome, New Employees!

Trevonte Hamilton

Jacob Leath

Albert Lee

Clidell Sabree

Talan Bringham

Kimberly Harris

George Haig

Ian Vickers

Erin Vance

Sheperd Archer

Steve Stansfield

Klyde Vasquez

Ryan Miller

Arielle Gick

Rowan Stevens

Joy Adams

John Arcana

Priscilla Beas

April Hidalgo

Gregory Palys
Christopher Schuster

Two Years

Jean-Pierre Blouin
Zachery Gardner
Josephine Fleming
Paul Humm
Tim Carreras
James Satterfield
Ernesto Ventura
Lynette Kahue
Brian Satterfield
James Carnill
Charles Kirkham
Tyler Payne
Damien Gibson
Joseph Nelson
Adam Craig
Blair Gershenson
Rhett Richoux
Matthew Davies
Matthieux Roger
Dana Martin
Trung Uong
Jike-Ere Opirijitei

One Year

Stephen Partin
Mysha Rouzard
Dominick Massino
Jerry Harrington
Bret McQueen
Peter Brady
Mabinty Turay
Daniel Bisel
Victor Handy
Christian Varela

Mark Schneller
Eileen Smith
Kristen Fisackerly Arnold
Robert Carlton
Deborah Harkness
William Minor
Charlotte Solomon
Joseph Herbert
Bart Plummer
William Kile
James Ten Eyck
Brandon Porter
Amy Doak
Kayla Duguid
Alyiah Hall
Santana King
Wesley Beverly
Douglas Lutz
Crystal Greene
Viat Gaidamakov
Marc Johnson
Kurt Loudermilk
Kevin McAllister
Allison Solomon
Adam Cruea

