



The Desire to Succeed

TekSynap joined the NGA Enterprise Service Desk (EMCSS contract) in October 2020 as a subcontractor. At this time, NGA had been struggling to meet the Service Level Agreements (SLA). Over the course of a year, with the addition of key employees from TekSynap, ESD finally scored 100%. This was the first time this had been achieved in the past five years. They proved it was not a fluke when they scored 100% again the following month and 97% in January 2022, while handling 14,000 calls. This achievement is significant as we are the proposed prime for the follow-on contract.

While I would love to attribute this success to my dynamic leadership qualities, here is the reality: this extraordinary accomplishment was achieved under the leadership of **John Evangelista** (Manager), **Jesenia Fonseca** (Training lead), **Daniel Cintron Fuentes** (Operations Lead), and Don Smith (Deputy, ManTech).

The four of them lead a staff of 27 personnel which includes TekSynap employees: **Jason Morrow**, **James Duke**, **Trevonte Hamilton**, **Mirwais Sediqi**, **Wesley Beverly**, **Mysha Rouzard** (promoted to Watch Officer), and **Chris Ellington** (Promoted to PSOC agent). This in itself is impressive, however, it is even more impressive when you learn that John, Daniel, and Jesenia never worked in the IT field prior to this.

John was a Cavalry Scout for the Army for over 20 years, leading troops into combat, and has experiences unlike most of us. He was in the Pentagon as the Operations Sergeant for G-3/5/7 when TekSynap Recruiter, **Chris Ray**, emailed him about an IT opportunity. Then John passed the Sec+ exam and joined TekSynap as an ESD Agent. He was quickly promoted to IPOC Lead then ESD Manager within 6 months.

Daniel was an Intelligence Specialist in the Marines for five years including one deployment, when Chris Ray reached out to him and introduced him to TekSynap. He passed the Sec+ exam and in less than six months went from ESD Agent to Operations Lead.

Jesenia is in the National Guard as a Human Intelligence Collector and had been deployed twice. She was working as a Veterinarian Technician when fellow National Guard soldiers and TekSynap employees, Rashaun Long and Mysha Rouzard referred her to TekSynap. She also passed the Sec+ exam to join the NGA TekSynap team. Just like John and Daniel, she quickly made an impression on the organization and was promoted from ESD Agent to Training Lead.

Their desire to succeed, military discipline, willingness to take a risk and try something new, and commitment to work hard is a testament to their success.

Then again, maybe their impetus to success was talking to the recruiter with an English accent.

-Derwood Spencer

BEST PLACES TO WORK 2022

Thank you for your reviews on **GLASSDOOR!**
We were ranked #39 for Best Places to Work 2022.

Snow Day in the Windy City



On-site at the VAMC in Chicago during a snowstorm conducting wireless surveys! The Wireless Team does not stop for weather and always provides the best for our nation's veterans!

Zach Tabor (Left) **Crystal Cross** (Right)
On-site at the Chicago VAMC



Chris Hubert (Left) **Ryan Hagan** (Center) **Adam Craig** (Front Right) **Tyler LeGrand** (Back Right) On-site at the Chicago VAMC!

SAVE THE DATE

Saturday, April 23, 2022
This will be a LIVE Stream event

TekSynap's Battle on the Bayou

Featuring two Crawfish styles prepared by
Kam Jinnah and David Bourgeois



Hearing Aid Benefit Reminder

Save 30%-60% on hearing aids with VSP
and TruHearing

Research shows that hearing loss plays a major role in our physical and mental well-being. Simply put, better hearing is good for your body and brain. If you are enrolled with **VSP** through TekSynap, please take advantage of this offer if you need it. For more information, [click here](#).



⚡ Resound® Key 4	\$2,186	\$1,070	\$1,116
⚡ Signia® Active	\$2,339	\$995	\$1,344
⚡ Oticon® More 1	\$4,928	\$2,250	\$2,678
⚡ TruHearing® Premium	\$3,205	\$1,745	\$1,460
⚡ Starkey® Livio 2400	\$3,892	\$2,150	\$1,742
⚡ Rechargeable			

5 Ways to Protect your Vision

1. Get regular eye exams.
2. Eat a healthy diet, including leafy greens such as spinach or kale, and maintain a healthy weight.
3. Know your family's eye health history.
4. Wear sunglasses that block out 99% to 100% of UV-A and UV-B radiation (the sun's rays).
5. Quit smoking or don't start.

FSA and Vision Health

You can use your FSA (if you enrolled) to cover the cost of Eye Exams, Contacts, Glasses,



Caught in the Act

Jennifer Neish recognized **Sarah Fritz**, **Andrea Warsewich**, and **Cheryl Ault** for their eagerness to learn, their patience with implementing new processes and their positive attitudes.

Stefani Mortillaro went above and beyond in support of BSEE.

Tami Devitt sent kudos to **Heather Davis** for her attention to details and willingness to expand her skills.

David Bordelon was recognized by a customer for doing a great job supporting RE's mission.

Josephine Flemming reported that 39 members of the **ESD team** were recognized by customers over the last quarter.

Rachel Holliday was commended for her support to the BOEM Office of Leasing and Plans.

De James recognized **Jason Warsewich** for stepping up to help get a project closed.

Calvin Trotman was given kudos from Robert Kennett and a customer for his work for the JSP AV/VTC contract.

Pablo Briones sent in kudos from a customer for **Timothy Carpenter's** quick work and much appreciated assistance.

David Tafoya was applauded for his quick work on a VPN issue at AFRL.

Sarah Keiper and Jordan King want to thank **Curtis McKine** for his extraordinary work ethic and overall attitude during times of immense stress.

Robert Kennett was given kudos by a key customer for his exceptional work.

Curtis Deemer was commended for his work on the LENEL Tobyhanna contract while still maintaining all his metrics on the EWAS contract.

Toni Fisher wants to recognize **Durell Black** for all of his extra work put into the transition of ESDII.

John Lyon and **Melanie Springs** were given kudos for the work they've done to get DLA VPM direct awarded and the massive effort they undertook with regards to DLA LAN Flattening.

Mike Noonan and a customer applauded **Dan Bisel** and **Logan Edens** for their outstanding support of DLA.

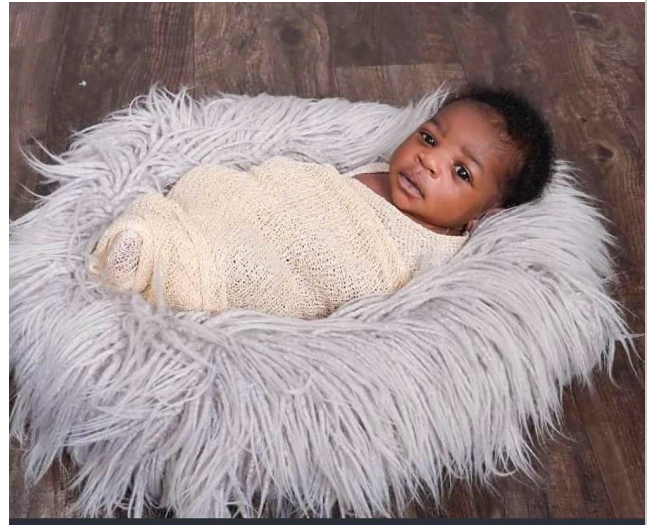
Congrats to **Jeff Golden** for his Military Promotion! He will be commissioned to a Chief Warrant Officer 3 (CWO3) from an enlisted E9 Master Chief Petty Officer rank in the US Navy Reserves in November.

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**. We use these to recognize TekSynap greatness in the monthly Newsletter.

Tiny Team TekSynap!

Williams Asiamah and his wife welcomed a baby boy into the world on Thursday, January 13th!

His "little prince" is named Samuel.



TekPets

Meet Robert Ruvalcaba's Puppy

Storm is a one-year old Belgian Malinois who is certifying this summer for her Level 1 PSA (Protection Services Association). She is not only a protection dog but a certified "silly girl" and I wouldn't trade her for the world. To us, she is the most beautiful dog in the world.



Meet Kurt Creech's Puppy

Meet Bourbon, she's a 4 year old chocolate lab that loves to nap with her eyes covered. Other hobbies include chasing tennis balls, squirrels, and eating...all food possible.



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



Certification Corner

Arielle Gick

Victim Assistance Training

Tiffany Bean

Victim Assistance Training
Mental Health Ally



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.

Open Positions

DLA Enterprise Storage – Columbus, OH
Systems Engineer

DLA EDIS – Remote
Database Administrator

DPAS – New Cumberland, PA
Senior & Junior Software Developer
Senior IT Business Analyst

DLA IOEE – Fort Belvoir, VA
Cloud Computing Specialist SME

DLA NE LAN – New Cumberland, PA
Network Engineer

DLA Firewall – New Cumberland, Columbus, OH or Fort Belvoir, VA
Firewall Administrator



Please email your referral resumes to careers@teksynap.com

Don't forget to create your CALM account!

We encourage all employees to register their holiday gift.

- Scan **QR Code** or use this [link](#)
- Register with your TekSynap email

Enjoy a year of CALM to cultivate calm,

KEEP
Calm
AND
CARRY
ON

wellness, and relaxation.

CALM is the #1 app for Sleep, Meditation, and Relaxation to help improve your health and happiness.



Anniversaries

Seven Years

Fred Taylor
Toni Fisher

Six Years

Kaitlyn Eber

Four Years

Jonathan Naeve
Nicholas Mastrangeli
Robert Bennett
Jeremy Jones
Katina Stephens
Ryan Duff

Three Years

LeTonya Love
Mamo Gerba
Jonathan Barradas

Two Years

Aaron Ashbaugh
Kalon Satathite
Marcus Alexander

Welcome, New Employees!

Jennifer Funk
Nathan Schrader
Lucy McMahan
Dominique Mayo
Kimberly Harris
April Fischbach
Ahmed Kandeh
Beresford MacAuley
Ronald Klarin
Keith Thomas
Thomas Morabito
Ian Barbier
Jay Hollins
Joshua Harvey
Cameron Smith
David Searby
Corey Ogletree
Dominique Muldrow
Katie Fox
Jami Fourcade
Troy Walter
Anthony Rodriguez
John Meadows
Scott Goffney

Keith Hicks
Yunbin Chen
Gerard Jones
Robert Journeigan
James Turner
Shaun Stroble
Thomas White
Cory Broughton
Abdlla Elhassan
Kelvin Brown
Jay Ko
Scott Gearhart
Thao Trinh
Johnathan Sutherland
William Vaughn
Jeffery Bent
Max Reis
Jesus Aguilar

One Year

Hana Seo
Lynda Martin
Michael Toong
Adrienne Tisler
Steven Bigcraft
Babaly Anne
Daniel Strong
Brent Powell
Christopher Seigle
Williams Asiamah
Nicholas Manilli

YaQuisha Neal
Joseph Butler
Galen Jones
Shante Anderson
Brigette Carrington
Lila Chen
Adam Rockwell
Susan Case
Kay Craig
Lauren Bowman
Adam Freeman
Clint Burnham
Vince Fontenot-Miller
Andre Francoise
Sheryl Janke
Adel Ghozi
Tyson Johnson
Mariel LeDetwane Lewis
Michael Niski
Justin Parker
Nasratullah Rahman
Travis Raynes
Richard Provax
Angel Rivera
Tymon Scott
William Shillington
Bria Wilkins
Alan Yonamine
Timothy Egan
Caesar Harvey
Paul McDonnell
John Thompson
Kole Kurti
Nancy Bell
Jean-Paul Girulat
David DiGiovanni
Thanh Nguyen
David Romero
Michael Ortiz
Kevin Yost
Ollice Chester
Imran Hussain
Robert Bradshaw
Roy Schender
Jonathan McGinley
Keyon Conner
Cynthia Schmatjen
Owen O'Neill
Adam Mather
Bridgette Knight
Mariefred Evans
Jose Bataller
Cheryl Santiago
Ozell Holmes

Jessica Stamper
Ramon Rusten
Delante Moultrie
Cathleen Callinan
LaShante McGhee
Gregory Johnson
Henry Cooper
Luke Watkins
Corey Green
Deen (Fakhruddin) Karimi
Alan Parker
LaShonda Fletcher
Olusina Akinola
Cody O'Neill
James Daley
Otis Brown

