



Newsletter Issue No. 74

May 2022

Teamwork

As we complete another quarter of Contract Status Reviews here at TekSynap I am reminded of just how powerful a fully invested and committed team is in overcoming even the most difficult obstacles. In fact, Gallup's research has shown that a highly engaged team has double the chance of high job performance and success. According to this research, engaged team members are more productive, profitable, loyal, and customer-focused. Here at TekSynap, we have the privilege of being a part of one of the most engaged and dedicated teams and each person contributes to this success!



Each contract that TekSynap wins and operates provides not only an incredible service to the customer but also provides personal education and growth opportunities for each member of the engaged team. I recently had a conversation with a contract leader, who was amazed at how incredibly intricate the entire cradle-to-grave process is for winning and operating contracts. They noted how, prior to their current position, they did not understand the full scope of effort and teamwork that goes into each contract, with the vast majority happening “behind the scenes” by extremely dedicated individuals.

Each member of the TekSynap team serves a critical role from the Capture process, to the Solutioning, the Proposal, the Pricing, Recruiting, Contract management, Personnel Security, Contract stand-up, Contract Deliverables, Performance Assessments, Continual Improvement, and the ongoing focus on taking care of our people. Each of these efforts are fully underscored by heroic efforts in our HR department, Finance Department, IT Department, and many other supporting functions, that are making sure our personnel and families are taken care of, so they can focus on the mission.

Each of the above areas requires coordination, collaboration, and each of us “fighting for feedback” through multiple mechanisms to ensure we are delivering a high-quality service. As a testament to the fantastic teamwork, TekSynap was recently awarded the high honor of receiving the Level 5 highest rating on the Capability Maturity Model Integration (CMMI) for IT Services. However, we can't stop there, as we can always continue to improve, especially in our largely remote work environment. In fact, in Business Unit 08, the team is exploring multiple methods of how we can improve collaboration and communication across our contracts. Our approach is in line with the analogy, "that if you want to figure out where to lay a sidewalk, you first plant the grass, then look for where the natural walking paths are, and focus on improving those areas with a sidewalk". In addition to a daily 15-30 minute stand-up,

we are exploring the integrated use of Teams channels, One Note, Yammer, SharePoint lists, virtual whiteboards, Slack, and multiple other ideas that can assist in making sure the entire team is fully engaged and supported. As we continue to develop these ideas I am absolutely thrilled with the level of interaction and team support that are not only doing a fantastic job with the current contracts but also laying the necessary groundwork for new contracts and helping to provide even more personal growth opportunities. So, continue to stay engaged by communicating, collaborating, and fighting for feedback.

Jason Ballah

Congratulations to **John Evangelista, Matthew Lents, Maria Lindsey, Daniel Mirkovic,** and **Leonard Newman** for their selection into the TopTek program! TopTek provides highly motivated employees the opportunities to contribute to corporate growth initiatives, expand professional networks across the company, and prepare for increased roles and responsibilities as emerging TekSynap leaders. This is the first, of what will be an annual program, building a solid foundation of future TekSynap leadership!



Back by Popular Demand! Oculus Golf Tournament in July

TekSynap will be hosting a second tournament.
Break out your Oculus Quest for a few rounds
in our first ladder starting in June.

Register below to participate in the qualifying events.

[**Register Here**](#)



Caught in the Act

Connie DeYoung sent in Kudos for **Derek Murphy** and **Paul Cortez** for their achievements last Quarter.

Danyl White received a Certificate of Appreciation from a Site Director for his outstanding Telecommunications and IT support.

Kevin Persels was recognized for being extremely helpful on a project.

A customer sent in Kudos for **Brent Powell** for his rapid response to an urgent request.

Kirsten Villa was given kudos for being dedicated, knowledgeable, and enthusiastic in her work on ESS.

Michael Smith was recognized for his outstanding customer support and being a valued addition to the DLA EWAS team.

Matthew Goad was given Kudos for his process improvement skills at EWAS.

Steven Bigcraft received 4 customer Kudos for his tireless efforts on the DLA Print project.

Ivan Amankrah and **Curtis Mckine** were recognized for their excellent support at DTRA.

Jesse Phillis was acknowledged for his tireless work, candor, and positivity by the customer.

The **VA Inventory Team** received kudos from the customer for their great work.

David Crumm and **Ron Dhillon** received multiple instances of customer Kudos.

Becky Sander was given Kudos for her character and technical knowledge.

Barb Bishop was nominated by the Adjutant General Corps Regimental Association (AGCRA) National Executive Council (NEC) for its most prestigious awards for exceptional volunteerism and perpetuating its rich heritage, customs, and traditions; the Chapter President presented Barb with the Horatio Gate's "Gold" Medal; the tangible job skills and intangible benefits are reaped by the Company and Clients daily.

Nick Chaisson was given Kudos for single-handedly taking on a task and exceeding the Client's expectations.

Josh Harvey was recognized for extraordinary vision and work developing seventeen (17) "How to" training videos.

Ken Fidler was given Kudos for exceptional work in developing the Data Literacy Lesson Plan and Supporting Training Products.

Matthew Lazzarino was named FDA HelpDesk Agent of the month for the second time in 6 months, great job!

A special thanks to the following employees who were recognized by our new hires for being helpful:

Shante Anderson, Will Smith, Dave Crumm, Ron Dhillon, Stanley Beaver, Tim Le, Kalahari Valentine, Melanie Springs, Gregg Moseley, De James, Arielle Gick, Charlotte Solomon, Bianca Berrios, Maria Snow, John Thompson, Galen Jones, Mike Ortiz, Cory Broughton, Josephine Fleming, Tiffany Bean, John Alfaro, Jasmin Hottle, Bradley Stinson, Lucy McMahan, Edison Clarke, Candice Coalson, Tom Murphy, Josephine Fleming, De James, Scott Gearhart, Mike Niski, Stone Baggiano, Margaret Manders, Jared Shapiro, Marla Helveston, Ashley Frederick, Ken Farber, Ray Caruso, Zachery Gardner, Kearstin McGinnis, Julie Ennis, Cynthia Bryg, Michelle Norris, Rob Kennett, Connie Deyoung, Daniel Clinton-Fuentes, Pierre Bowery, and Richard Flores

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.



TekPets

Meet Achilles

Jared and **Sara Shapiro** with their labradoodle, Achilles (left). Achilles was really sad to not be able to attend the crawfish boil with his favorite human.

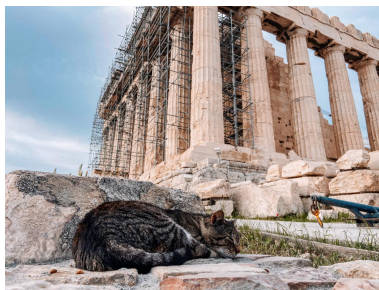


Where have you Bean?

HR member, **Tiffany Bean** loves cats! Here are a few small temple protectors that she met abroad on her solo trip to

Greece.

The cats are taken care of by the locals and the government. Tourists can be found feeding them as well so they are all fairly plump and happy.



Meet Charlee!



Meet Charlee, **Amy Doak's** almost 2-year-old Golden Retriever. She is their family's pride and joy! She loves taking car rides every morning for the kid's school drop-off, taking daily long walks with her dad, having playdates with her other Golden friends, and playing in the sprinkler.

In the summertime, she loves to visit the family lake house, go swimming in the lake, and taking boat rides! She is a best friend to their 3 kiddos and they absolutely adore her.

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

Cigna customers now have access to Ginger.

Easy access to mental healthcare and support - no matter where you are, when you need it, or what you're going through.

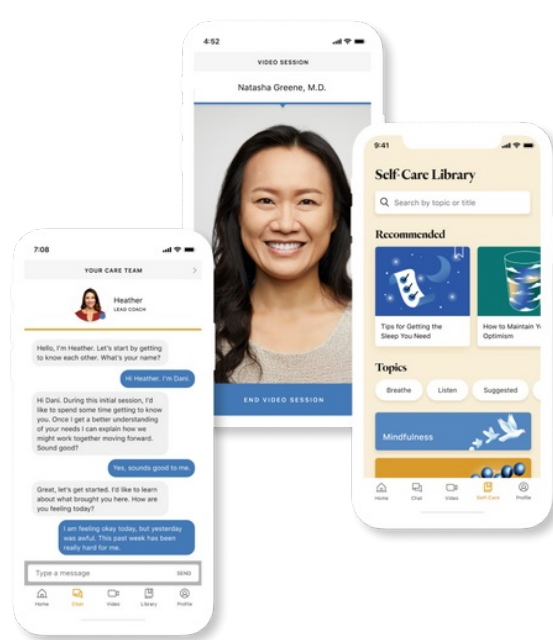
Care when you need it. Whether you

need immediate, in-the-moment support, or prefer regularly scheduled sessions, there's always a coach available to chat. Therapists and psychiatrists have weekend and evening sessions, so you can get support at a time that's convenient for your schedule.

Even at 3 AM

76% percent of members have used Ginger outside of standard 9–5 PM business hours.

Cigna customers can get started with Ginger by downloading the Ginger app (available via the [iOS App Store](#) and [Google Play](#)) and providing their insurance benefit information, which Ginger will verify in real-time.



Eligible members will have the option to begin texting with a Ginger behavioral health coach within 60 seconds, in addition to accessing Ginger's robust library of self-guided content and skill-building activities. For individuals who need higher levels of care, a therapist or psychiatrist can be added to their care team for video-based sessions.

With this new addition to its network, Cigna is the first national health plan to offer Ginger's behavioral health coaching as an in-network benefit. Behavioral health coaching takes an active, goal-oriented approach to address a wide array of sub-acute mental health challenges, ranging from sleep issues to relationship struggles. Available 24/7, Ginger's behavioral health coaching offering is:

- **Prevention-focused:** Behavioral health coaching is designed to prevent the onset of more serious mental health conditions before they start.
- **Collaborative:** Coaches are trained to identify the need for higher-level care, and can help to escalate customers into therapy or psychiatry services when needed. Coaches support individuals through their entire care journey with Ginger.
- **Evidence-based:** Ginger's team-based approach is proven to decrease symptoms of *anxiety* and *depression*, as published in the Journal of Medical Internet Research. Ginger's providers are supported by artificial intelligence technology, which helps to surface care insights, support collaboration, and improve quality assurance.

TekSynap employees that are not enrolled in Cigna have access to our company *EAP (Employee Assistance Program)* which can be found in the [Forms Library in ADP](#)



Certification Corner

Gerald Coles
SNCF Exam

Suzy Djampa
Splunk SOAR / Enterprise

Caesar Harvey
CCIE Security Bootcamp

Nichole Bishop
PMP

Security Awareness

With the increased expansion of remote work, Insider threats have been a more serious issue among work professionals. With decreased employee visibility, increased stress, and overburdened monitoring, we can see a trend in a harmful environment for insider actions for what we see as the “New Normal”. Common Characteristics of this vary from Negligence to being unfocused, IP Data thieves, Saboteurs, and violent offenders. With these characteristics in mind, we see that it follows a certain path or Life Stages that can affect our daily work. This path is the development of certain criteria that we see in age, relationship status, and work status. Looking into the article we can see that it is broken down into 5 stages which explain more in detail. In any organization, it is important to remember that communication is the key to your organization, especially in a remote work environment. For the full article, please refer to the following [link](#).



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

DHS CISA – Arlington, VA

Journeyman Administrative Analyst
Journeyman Public Relations (2)
Journeyman Operations Research Analyst (7)
Journeyman Business Analyst
Senior Program Analyst
Senior Business Analyst (4)

DOT EITSS

Sr Oracle PL/SQL Analyst (2) (Vancouver, WA)
VMware System Administrator (Lakewood, CO)

DOT EITSS – Washington, DC

Power Platform/Power App Administrator
Middleware Engineer
Desktop Engineer (2)
Executive/VIP Desktop Support Technician

NRC SNCC

Release and Deployment SCCM Administrator

Wireless

Site Manager (8) (telework w/travel)
Jr Wireless Engineer (4) (Telework w/travel)
Junior Project Manager
Junior Project Coordinator
Regional Manager (2)
Sr ServiceNow Developer
Wireless Engineer Manager

Senate – Washington, DC

Help Desk/Break-Fix Specialist
VTC Support Specialist

DLA AV/VTC 2 – Pearl Harbor, HI

VTC Lead

DLA IOEE – Pearl Harbor, HI

Senior Network Engineer

ESD II – Battle Creek, MI, Philadelphia, PA, Mechanicsburg, PA or Ogden, UT

Computer Operator



DLA Enterprise Storage – Columbus, OH
Systems Engineer

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

DLA EWASS - Multiple Locations
IT Support Specialist

USITC – Washington, DC
Systems Administrator

Please email your referral resumes to careers@teksynap.com



**Congratulations to Don James and
Dicken Tsoi for Reaching a
Decade with TekSynap!**

Enjoy your \$10,000 Vacation on us, we
appreciate your contributions to the company.



**Congratulations to Timothy Bobbitt
for reaching 5 years with TekSynap!**

Your \$5,000 vacation is right around the corner!

Anniversaries

Ten Years

Don James
Dicken Tsoi

Eight Years

Warren McQueen

Six Years

Darrel Mikoski

Five Years

Welcome, New Employees!

Jillian Williams
LaTasha Johnson
Travaughn Cope
Christopher Bell
Jasmine Wright
Alexander Shindyapin
Garrick Yahnke
Devin McDaniels
Issac Garcia
William Magan
John Joyce

Timothy Bobbitt

Four Years

Michelle Norris

Charles Nesbitt

Matthew Jewett

Drew Harper

Three Years

Ralph Egbert

William Updyke

Robert Harris

Bernard Crawford

John Stanley

Michael Gallagher

Derek Watson

Jamel Swain

Melvin Scott

Michael Cox

Two Years

Elliott Cleveland

Daniel Kofi

David Stephens

Adam Heys

Fernando Dietrich

Jose Saenz

One Year

Steven Lipps

Drake Lower

Mark Cook

Chandler Robinson

Allen Williams

Caleb Rimato

Christopher Horelly

Dillyan Abarca

Gabriel Bowden

Jarek Arellano

Jordan McAlpine

Shanise Gunter

Daniel Fuentes

Allyn Letourneau

Anthony Linan

McKinley Stephens

Ali Haider

Curtiss Lasserre

Henry Tennant

Barry Miller

Heather Trammel

Erica Hawkins

Christopher Cockrell

Samuel Biby

Ethan Almeida

Quincy Mays

Zachary Rinker

Laura Garcia Hacek

Jim Spiridopoulos

