



Newsletter Issue No. 76

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If at First You Don't Succeed, Try, Try, and Try Again

The adage, “If at first you don’t succeed, try, try, and try again” is very much alive and well, here at TekSynap. We see it every day with our ability to keep on pursuing things, despite setbacks. This is especially true as we pursue business and breaking into new agencies in an extremely tight, competitive market. While there are numerous examples across the company, one such example that comes to

mind is the time, commitment, teamwork, passion, and tenacious drive to break into the National Oceanic and Atmospheric Administration (NOAA).

For several years, it had been a vision to find a way to establish a presence supporting the NOAA mission. Both Kam and David have had NOAA on their radar for several years, as early as the beginning of the company, so much so that they engaged a consultant that held a leadership role at NOAA to find a way into the “tight knit” NOAA family of contractors. Over the course of a few years, many people across the company had worked hard to cultivate relationships both within NOAA and among other NOAA contractors. The first breakthrough came in 2016, with the award of the NOAALink Small Business On-Ramp Multiple Award IDIQ Contract. Sheila Andahazy led this effort to get the TekSynap name in front of NOAA leadership. While we did not have overwhelming success on the NOAALink contract, being on the contract was soon to prove beneficial in our quest.



In 2017, because of our close relationship and solid work performance with a particular network equipment vendor, they recommended we received a small, but soon to be important task at the NOAA Geophysical Fluid Dynamics Laboratory (GFDL) in Princeton, NJ.

TekSynap was tasked to install Wi-Fi and fix the implementation of their identity service system. A task that the onsite contractor was unable to complete. Due to the quality work performed by the TekSynap team, the IT Director at the laboratory provided our name to the IT Branch Chief at the NOAA National Marine Fisheries Service (NMFS) in Silver Spring to help them fix a similar problem with the same identity services platform. Once again, in 2018 we were awarded another small task, this time to support NMFS with their problems. Again, due to the quality of work by TekSynap, we made inroad into the administration.

Fast forward to 2019, Marla Helveston led a successful bid on the NOAA Mission IT Services (NMITS) Multiple Award Blanket Purchasing Agreement (BPA) under our GSA Schedule Contract. This BPA is one of the primary vehicles for delivery of IT services



at NOAA. While the BPA took a number of months to be awarded, and many more months for Task Orders to be issued, this last piece of the puzzle provided the springboard in 2022 to pursue and win the largest Task Order to date under NMITS; the Service Delivery Division Business Information Technology Services (SBITS) contract. Bianca Berrios led this initiative shortly after coming onboard in 2020. Her experience, relationships, and knowledge of NOAA, all came together to make this happen. But it is important to keep in mind that all the work others had done

before her played a role in our success on the SBITS win. Remember the small task we did in 2017 for the IT Director at GFDL, well, he is now a direct report to the NOAA CIO as the Deputy Director for Service Delivery and as fate would have it, has direct oversight of ... wait for it ... you guessed it, our SBITS contract.

As you can see throughout this piece, many people played a role in getting us to the point of being a significant service provider at NOAA. It took vision, time, cross-company cooperation, solid performance and reputation, and senior leadership support to make this happen ... and this is just the beginning!

So, what does this tell us? In short, through teamwork, relationship building, persistence, quality work, and lesson-learned, YOU as a valuable member of the TekSynap family can eventually be successful at anything you set out to do --- just "try, try, and try again."

Ray Caruso, Sr. Vice President



Caught in the Act

LaTasha Johnson received two different shout-outs for going above and beyond her normal duties while being an exceptional leader.

Tami Devitt received a letter of recognition for her work on BOEM's 'Welcome Back to the Future' employee appreciation event.

Jesse Phillis received kudos from a client for outstanding work on migrating HR Apps to a new cloud environment.

A customer sent kudos to **Eric Simpkins** and **Liana Bernt** for their hard work in prepping a briefing presentation.

Jocelynn Arreola was nominated and selected as the C4 Employee of the Quarter (Q3).

Warren McQueen would like to thank **Patti Moyles** on her exceptional procurement support of the DTRA Mission!

Alex Boston gave kudos to **Amy Doak** for doing an amazing job.

Kate Baggiano was given kudos from a customer for being extremely responsive and for being an absolute rockstar in her support, while proving herself to be a valuable asset to the

team.

Leidos Leadership gave **Robert Kennett** kudos for his leadership, expertise, and drive to help resolve a complicated issue between multiple work centers and service providers.

Zachary Gardner, Leonard Newman, Dillyan Abarca, Melanie Springs, John Lyon, De James, and **Luther Henry** were all mentioned for being extremely helpful during the first 30 days for new employees.

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.

Enhancing Customer Relationships, Even During Telework

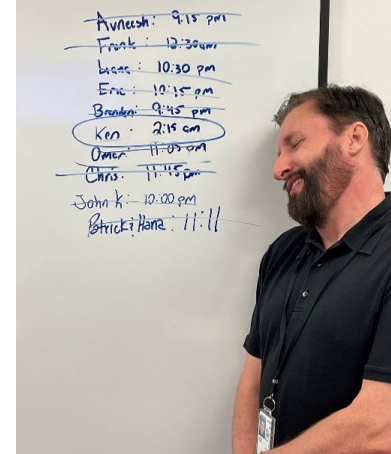
When hiring a car mechanic or a contractor to do some plumbing at your home, would you prefer a person that you know and trust over somebody that you find on Google or Yelp? For most people, I would expect that they would choose the former. On a larger scale, and with some stringent Federal regulations, that's why our customers choose TekSynap when awarding new Federal contracts. TekSynap's strategic focus on customer relationship, our detailed understanding of our customers, their mission, and their requirements allows us to customize our services to meet their needs, and gain their trust. This strategy involves our employees maintaining close contact, communication, and transparency with our customer, so that they feel comfortable trusting that we have their best interests in mind. The simple fact is that our customers are people with their own feelings and goals; people buy from those that they know and trust to best help them to meet their goals. It's important to remember that our customer relationship is established at every level of the program from the program manager to the deskside technician; everybody plays a part.

We cannot discuss customer relationships without talking about the most disruptive personal and professional event over the past few years, the COVID-19 pandemic. As a result of the pandemic, many offices implemented a full or partial-time telework policy, which required both customers and contractors to quickly transition to a remote work environment. As a byproduct of policy, it required the implementation of new and different communication methods to establish or maintain customer relationships, even with our closest clients. Due to the proliferation of work from home or staggered telework schedules, spontaneously running into the customer "at the watercooler" occurs much less frequently, resulting in fewer opportunities to talk with the customer, hear their current activities, and miss out on the latest work-related rumors, which may eventually pertain to the contract.

As such we must understand, appreciate, and embrace business relationships as a form of art. While the ability to be spontaneous with our customers has diminished due to remote work, we must strategize as to how we make time to socialize with them. On the NRC programs, we begin our weekly customer conference call a few minutes early to test our knowledge from "***This Day in Tech History***," which is always a good discussion generator. Occasionally we will open the meeting with music or with a lighthearted (but workplace-appropriate) joke.

[NRC Branch Chief, Ken Dunbar, posing for a victory picture after guessing the correct end time for the data center maintenance.]

Another example, is periodically the OCIO customer hosts a “Festivus” celebration which is attended by over 130 customer and contractor participants; including the NRC CIO and his executive team. Each team, both customer and contractor, playfully air their grievances and reviews their accomplishments as “Feats of Strength.” At the end of each feat of strength, each participant in the meeting exclaims “it’s a Festivus miracle!” At the end of the meeting the customer chooses their top feat of strength, and last year TekSynap jointly won the award for our support of the NRC’s teleworking mandate.



As another example, during an after hours maintenance window we challenged the Network and Telecommunications customer team to a friendly game as to what time the maintenance would be completed that evening or morning. Hint, the branch chief guessed the end time correctly at just after 2:15 am.

Each of these examples are great opportunities to encourage more structured interactions between the team, establish customer relationships, and better gain the trust of the customer.

Chris Schuster, Vice President

Tiny Team TekSynap!

Jared Shapiro's baby boy, Albert Ellis was born on July 5th!



Garrick Yahnke, VP of Sales participated in the Running of the Bulls festival in Pamplona, Spain. He was pictured in the local newsletter and can be seen to the left of the bull's snout.



IT SERVICES



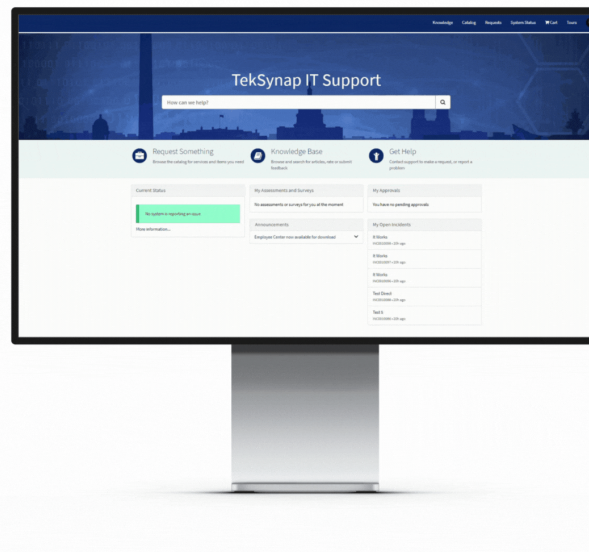
Along with our promise to innovate “Technology at the Speed of Thought,” TekSynap has become a ServiceNow partner. Not only are we implementing ServiceNow for our customers, but we are implementing ServiceNow as our local ITSM solution. Implementing this ITSM system will allow us to optimize DevOps and DevSecOps solutions locally and ensure we remain on the cutting edge of technology in the future.



What does this mean for us:

- The new ticketing system will have the same contact email (support@teksynap.com)
- The portal will have a new URL and look but will be accessed from the same tile on the employee portal.
 - Knowledge Bases – We will roll out knowledge bases to inform the employee population.
 - Service Portal – Our new service portal will be revamped to automate and optimize processes.
- The target implementation date is August 1st, 2022

Please reach out to support@teksynap.com with any questions or concerns. As we roll out the ITSM, we will include additional information on features and usage in future emails.



Certification Corner

Brian Harris
PMP

Stephen Ivy
Sec+ CE

Pierre Bowery
ITILv4 Foundations

Ashley Frederick
ITILv4 Foundations

Ryan Hinkle
CWNA



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.

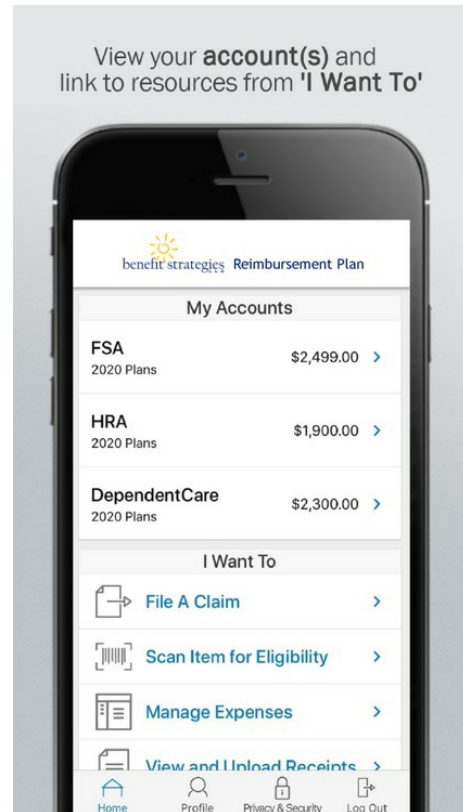
Flexible Spending Account

This is a reminder that you have until **September 30, 2022** to incur and submit expenses for healthcare and dependent care FSA reimbursements.

You can view your account and file claims on ***BenStrat's website or app.***

Need a coupon for your healthcare shopping, ***[click here.](#)***

If you would like to establish an Flexible Spending Account (FSA), you can enroll during our benefit open enrollment period in September!



Security Awareness

"The rise of malicious emails is an increasing threat in our technologically focused workplace. Companies, corporations, and employees must continually be aware of threats that can come in seemingly harmless emails that can be easily overlooked. The Verizon Data Breach Investigation Report cites that email scams and phishing attempts are the second most common source of breaches in 2022. These threats may be difficult to identify in a busy work environment where employees sort through numerous emails a day. How can we protect ourselves from these threats? The following article provides six methods that we can use to better protect ourselves and our systems and reminds us of the importance of maintaining vigilance. A key takeaway from the article is "People are the first line of defense." Attempting to prevent the spread and effects of malicious emails is one of the greatest strategies we can take to prevent cyberattacks on our systems. If you would like information from the full article, please visit this [link](#).



New TekSynap Signature Block!

We are proud to announce our new enhanced signature blocks! The enhanced signatures include a new link to chat with users in Teams, as well as links to our Careers page and capabilities statement.

You will still be able to access your signature the same way you were before. Below is the link you'll need to modify to include your name and paste into a browser to access the signature. Please follow the instructions [here](#) to your Outlook Desktop Client or Web App.

YOUR NAME

TITLE

O: 833-780-5900 | D: ###-###-####

Email@TekSynap.com

TekSynap Corporation

1900 Oracle Way, Suite 800, Reston, VA 20190

CMMI-SVC L5 | CMMI-DEV L3 | CMMC-RPO

ISO 9001:2015 | ISO 20000:2018 | ISO 27001:2013



TECHNOLOGY MOVING AT THE SPEED OF THOUGHT®

Open Positions

MNSS - Arlington, VA

Network Engineer

DLA - Multiple Locations

Network Engineer

EWAS – Multiple Locations

IT Support Specialist

LAN Central – Texarkana, TX

Senior Network Engineer

USITC – Washington, DC

Junior Network Engineer

WSS Date – Multiple Locations

Senior Data Analyst

Enterprise Storage – Multiple Locations

Systems Engineer

HQ Reston, VA

Staff Accountant I

Contracts Administrator

DHS CISA – Arlington, VA

Journeyman Operations Research Analyst

Journeyman Communications Specialist

Senior Program Analyst

Senior Business Analyst

DOT EITSS – Washington, DC

Middleware Engineer

Desktop Engineer



Oracle Database Administrator
Technical Writer

NOAA SBITS

Tier II Help Desk Specialist II
IT Inventory Management
Help Desk Specialist I

NRC SNCC

Release and Deployment SCCM Administrator
SIEM Application Engineer
Senior Security Engineer
ICAM Subject Matter Expert

Wireless – remote

Site Manager (telework w/travel)
Jr Wireless Engineer (Telework w/travel)
Junior Project Coordinator
AWS Solutions Architect
Project Manager
Configuration Analyst
Quality Analyst
Logistics Lead (Houston, TX)

Senate – Washington, DC

Help Desk/Break-Fix Specialist
VTC Support Specialist
System Consultant

DLA EDIS – remote

Database Administrator (Oracle)

FAA – Washington, DC

Cloud Systems Administrator

DLA - IOEE – Multiple Locations

Network Engineer, SME

Please email your referral resumes to careers@teksynap.com



Congratulations to **Thomas Murphy**
Kearstin McGinnis, Patrick Miller, Sean
Pigford, Michael Foote, and Steven
Yingst for reaching 5 years with
TekSynap!



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

Anniversaries

Nine Years

Darrin Snyder
Robert Kennett

Eight Years

Leon Faircloth
Elpidio Froilan Aquino
Joseph Li

Five Years

Thomas Murphy
Kearstin McGinnis
Patrick Miller
Sean Pigford
Michael Foote
Steven Yingst

Three Years

Christopher Nelson
Mitchell Clouse
Martha Wadsworth
Kimberly Snyder
Abunasser Shaheen
Pancratius Chuba
Tracy Shurtleff

Two Years

William Ford
Steven Altemus
Bianca Berrios
Shane Rivers

One Year

John Alfaro
Shelby Rea
Brandon Perrodin
Carlos Welch
Wesley Fletcher
Michael Jackson
Matthew Lazzarino
Nicole Notarangelo
Ronald Summers
Christopher Hubert
Evan Long
Thomas Creager
Jean Noel
Ryan Ritch
Andrew Montz
Mark Chapman
Logan Bennett
Derek Edwards

Welcome, New Employees!

Christopher Mercado
Kiera Thornes
Robert Lee
Michael Jones
Nicholas (Tate) Houff
John Grau
Kyle Arnold
Taehoon Kang
Katrina Finch
Joseph Cumes
Amy Brooker
Christine Judkins
Christopher Danvers
Cedric Sharps
Diop Harris
Joel Browning
Dexter Vu
Trudiann Prince
Kanmi Ogunbiyi
Roy Omura
Christina Myers
Khadeejah Momen-Gulistani
Pier Long
William Tchatchoua
Eden Barr
Robert LeMay
John Churchwell
Brian Broadus
Janet Braxton
James Hagens
Nicholas La
Mieszko Kruszewski
Christopher Hermance
Irisann Glasgow
Tobias Karp-Leiss
Edward Kingman
David Shuck
Marvin Cruz
Alexander Taylor
Mikesh Shakya
Matthew Boarman
Kendra Johnson
Christa Ciccone
Kim Comstock
Sarai Smith
Bamidele Arawole
Rabia Akbar
Eric Thomas
Zeenat Sardar

Charles Hill-Taylor
Mackenzie Fisher
Loren Dingli
John Evangelista
Tyler LeGrand
Sean Hollern
Edison Clarke
Sarah Fritz

Wesley Pace
Samuel Bilsky
Tyler Holt
An Ho
Joseph Nave
Randall Lee
Denesha Davis
Owen Boerner
Jay Patel
Diamond Alexander
Alex Olaniyan
Mustafa Lutfi
Andre Toppin
Jack Darbre
Ahmad Safi
Tarah Preddie
Rhonda Stoutmire
Al Stith
Isaac Fulkerson
Brysen Sistrunk
Sashia Williams

