



Newsletter Issue No. 81

December 2022



## STILL GAINING MOMENTUM

Early in the company's history someone approached me with the critique that TekSynap (then Synaptex) was just another Beltway Bandit in a sea of small businesses in the Washington DC metropolitan area. My response then was "yes we were – but the difference is that we are the *very best* of the Beltway Bandits." Our focus on employees and customers makes us different from our peers in the industry. Today, TekSynap has over 950 employees and will, for the first time, cross the \$200 million revenue mark.

To enable this growth and the future growth beyond, we needed to do three things. First, we had to succeed and grow inside our legacy cornerstone programs. Second, we had to grow into new agencies and establish new customers. Third, we have to continue to invest in future growth and expanding that market footprint, yet again.

I am happy to report success and growth in all four of our cornerstone legacies: the Defense Logistics Agency (DLA), Defense Threat Reduction Agency (DTRA), Nuclear Regulatory Commission (NRC), and Department of Veterans Affairs. There are too many people to name that have contributed to the success on these programs – but I would like to recognize the leadership of key individuals that have kept the TekSynap culture and values at the forefront of performance enabling program success:

Stone Baggiano and her team have performed, and are performing, on over 60 task orders at DLA. This includes worldwide support to the DLA customer under the Enterprise Service Delivery (ESD) task, which has our first full-time OCONUS staff. TekSynap is now truly global.

Warren McQueen and his team at DTRA have expanded beyond the 3 core service tasks at DTRA (IT Operations, Cyber, Test and Integration) to support various DTRA mission areas and systems. We now have 11 tasks supporting a wide range of requirements, as we enter the latter half of a 10-year contract.

Ray Caruso, Chris Schuster, and their team have moved our efforts beyond the Nuclear Regulatory Commission's core IT and engineering; we now maintain and enhance NRC's key mission applications.

Frank Amrhein and Don James have expanded our partnership with AT&T at the Department of Veterans Affairs. Along with our growing OEM partnership with Juniper/MIST, we are moving the VA to a modern technology platform that will form the basis for many exciting programs in the future – such as patient way-finding and other patient engagement

capabilities, enabling better service to our nation's veteran community.

Achieving the second step in our path to success in the last couple of years we have established new customers and new avenues for growth. Examples include the Army, Commerce National Oceanic and Atmospheric Administration (NOAA), Homeland Security-Cybersecurity and Infrastructure Security Agency (CISA), and Interior. Again, while there are too many people to thank for the success of these programs, I would like to recognize a few: MJ Helveston and Jason Ballah have established major inroads within the Army customer, supporting 12 different commands. We supply a diverse set of services including security services, training, knowledge management, mission exercise support, and leading-edge cloud-based services under the DENIX program.

Bianca Berrios has led the charge at both Commerce NOAA and DHS CISA. We are now the enterprise support contractor to NOAA under the SBITS task order - with new application development services spinning up for Fisheries, and have a firm entry into the Department of Homeland Security (DHS) with our support to CISA.

Tami Devitt has firmly established TekSynap as a service leader within the Department of Interior (DOI), Bureau of Safety and Environmental Enforcement (BSEE), and Bureau of Ocean Energy Management (BOEM); where we recently won our first recompet.

Fulfilling the third requirement in our plan, we are not resting on our laurels. TekSynap is investing in expanding to new customers; we have active engagements and bids under evaluation:

Susan Case and her team are expanding into the Intelligence community.

Ray Caruso and Warren McQueen, supported by Peter Tao, are collaborating to open the Department of State. In parallel, Garrick Yahnke and Tom Murphy are leveraging our relationship with AT&T to survey and deploy to embassies across the world. We have just completed our first survey missions in Nigeria with many, many more to come.

Troy Walters is making us a force within the Department of Justice (DOJ) and the Federal Bureau of Investigations (FBI). We have our first positions supporting the FBI TACU and active pursuits across the FBI's technical requirements including the Washington D.C. headquarters, FBI Criminal Justice Information Services (CGIS), and FBI Field Offices.

We are still waiting to hear on key awards out of "TekSynap West" – that were submitted under Joe Walker's leadership.

Collectively, these efforts keep Julie Ennis' proposal, Mark Sikorski's Architecture teams, and Kearstin McGinnis' recruiting team hopping at all times. They have an incredible capability to best represent the "Why TekSynap" story to our prospective customers and potential new hires. These teams are a big part of the TekSynap growth story.

None of TekSynap's growth would be possible without the outstanding efforts of our back office – Recruiting, Human Resources, Accounting, Quality, Security, Contracts, Procurement, HQ and IT Services. These teams continue to outperform their counterparts in much larger companies. Their accomplishments are too many to list in this article – Kam will be writing about these in January's newsletter. For those of you that have utilized corporate services, you know that these respective teams rock!

The last few days have been very gratifying – I have heard from a member of the TekSynap family that she was able to buy her first home, from another employee about TekSynap enabling a career change, and a third's experience just graduating from college and launching their career with TekSynap. So many people have expressed that TekSynap is the best company for which they have ever worked. It is fulfilling to have the vision that Kam and I had so many years ago come to fruition – to build the kind of company for which we would want to work. However, the credit is not Kam's or mine. It is a collective success. Each of you has made contributions to create something special in TekSynap. It is in the way we treat



each other and the care that we take in doing our very best as a team for our customers. The TekSynap management team has spent the last year reading books about companies and team cultures – the intangible aspects that differentiate good from great. It is very hard to define the recipe. It includes accountability, support, risk-taking, ingenuity, caring, listening, and so many other factors... Whatever it is - this team has it. It is humbling to be a part of it, I know I am very grateful for the professionalism and technical expertise, that you display each day, which has earned TekSynap a reputation for excellence.

Now, TekSynap is a leading mid-tier government contractor in the federal market space. While we have differentiated ourselves from many of our competitors and have emerged as one of a limited number of agile, independent businesses in our market area; we must continue to embrace that same focus on employees and customers that enabled that early success. The superstars on-contract that we have across the company are too many to mention in this article. You are the lifeblood of the company and I am grateful every day for your efforts. It is your outstanding capabilities that will allow us to compete on this new level.

TekSynap has a rocket image that appears each year in the January issue of our newsletter. A few years ago, I talked about how we were in a middle stage and still accelerating – that proved to be true, but rocket burn is not over yet. We are still gaining momentum.

Best wishes to you and your family as we kick off 2023 – I firmly believe that the best is yet to come...

Thank you and God bless.

**David Gauldfeldt**

President



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## Watch Your Mail!

We have sent out holiday gifts to all active employees. They have been shipped to your address on file in ADP. If you did not provide your jacket size, your gift was not sent out. If you have not already, please send sizing information to [HR@teksynap.com](mailto:HR@teksynap.com).



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## W-2s and Tax Reporting

Please be sure to audit your personal profile information in ADP. **Confirm that the spelling of your name, SSN, address, and date of birth are accurate.** Remember to also check the information on our dependents.

The address in ADP is used for mailing benefit items, W-2's, and other tax-related documents. The mailing deadline for W-2's is February 1, 2023.

*A digital copy of your W-2 will be accessible in ADP in late January.*

To verify your information:

1. Continue to the **employee portal**
2. Click the **"ADP employee & managers"** icon
3. **Myself > My Information > Profile**



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## TekSynap Gingerbread House Contest and Social



**HQ Reston** held the first TekSynap Gingerbread decorating contest. Teams of two decorated gingerbread houses and were judged by Kam and David. A merry afternoon was had by all, though the winners, **Sam Fisher**, **Daniel Wilson**, **John Alfaro** and **Zachery Gardner** left with bragging rights and TekDollars.

Pictured left to right: John Lucidi, Kaitlyn Eber, Dillyan Abarca, Arielle Gick, Dylan DeLeon, Sam Fisher and Daniel Wilson

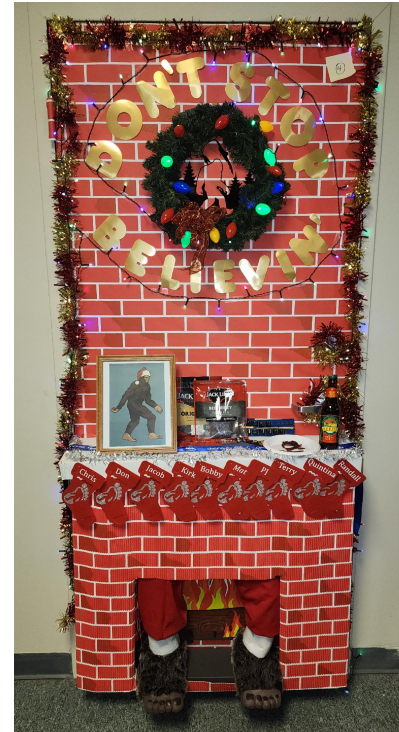




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## MS CRTC Wins Again!

The TekSynap Team at the Mississippi Combat Readiness Training Center (MSCRTC) won the Holiday Door Decorating contest again this year with their Santa Squatch theme. Way to go team!



## Caught in the Act

A customer commended **Nina Yanez** for her great work helping to manage a project.

**Alexis Windsor** has been recognized as an extremely valued employee as she helps to foster and build programs and make the team stronger!

**Ramon Rusten** received Kudos for his proactivity and initiative and has become an invaluable member of the Major Incident Response (MIR) team. As a result of his hard work and determination, the MIR team has not missed an SLA over the past four months!

**Tom Morabito** and **Galen Jones** were praised for the assistance they have provided on 3 proposals, training guide developed for ESD employees, and the survey they developed for ESD staff.

**John Alfaro** was recognized for his incredible work.

**Lesley Quezergue** was recognized for doing amazing work on a difficult project.

A customer recognized **Kathy Lincoln** for her outstanding service.

**Owen O'Neil** and **Priscilla Beas** were applauded for their hard work over the past month.

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



**Blair Gershenson's** new baby, Ruby was born on the morning of 11/23 - the day before her mother Blair's birthday.

Pictured left is David Gauldfeldt meeting our newest TekSynap trainee, Ruby.



## TekPets

**Hilda Esposito's** little joy, Piggy. She loves treats and taking long naps.

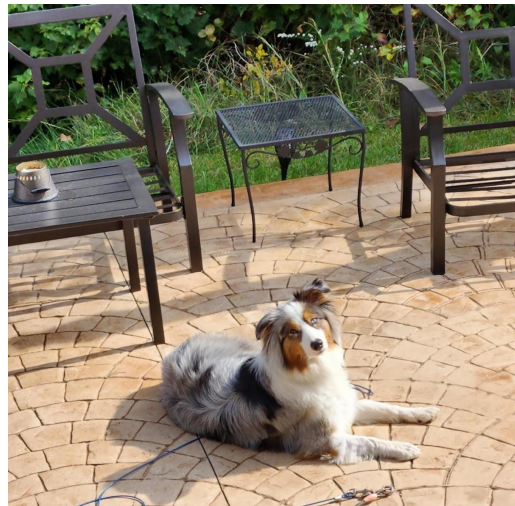






**Walter Grabeklis'** Labradors, Bo and Luke. Bo is the chocolate lab who is 2 years old, and Luke is the yellow lab who recently just turned 1. They both love to run around in the yard, and they love their toys!

**William Ford's** pup, Ice will be 2 years old at the end of January. He loves feeling the cool breeze coming through the door, sitting in the sun, and going on walks with his family.



**Tricia Mcarthy's** turtle, Leo. He is an 8 year old African Sideneck that was named after the Teenage Mutant Ninja Turtle. His favorite thing to do is bask on the dock all day.

*Feature your pets in the next newsletter!*  
Send pictures of your companions to [news@teksynap.com](mailto:news@teksynap.com)



## Certification Corner

**Dillyan Abarca**

BS Cybersecurity Engineering

**Amy Doak**

Certified Internet Recruiter (CIR ADP)

**Jim Brown**

CCNP

**Robert Yohn**

CCSA

**William Clough**

Splunk Core Power User

**Allen Williams**

Microsoft Azure Administrator

**Alex Greene**

Mist Certifications



## 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

### Telework

Contracts Administrator

### Reston, VA

Technical Account Manager (Pre-Sales)

### DLA – Norfolk, VA

Systems Administrator

### ITES – Ft. Bragg, NC

Cyber Security Operations Manager





**NGA – Springfield, VA**

Program Manager  
Analytics Application UE SME

**USARC KMSS – Fort Bragg, NC**

Program Manager

**VA LAN CCT**

Campus Network Engineer

**DTRA ITSS II – Reston, VA**

Cybersecurity Engineer

**AFNCR – Arlington, VA**

NMCC Continuous Monitoring/POAM Management

**AFNCR – AFB, Maryland**

ISSO Lead

**AFNCR – AFB, DC**

Senior Windows System Administrator

**NOAA SBITS**

Tier II Support Technician

**NOAA NMFS – Silver Spring, MD**

Sr Power Platform Developer

**DHS CISA – Arlington, VA**

SME Public Relations Specialist  
Senior Business Analyst

**FDA – Silver Spring, MD**

Tier I Call Center Support  
Deskside Tier II Technician

**NRC BPA MAS**

Senior Data Analyst  
Business Analyst

**NRC SNCC**

Sr Active Directory Administrator  
Tier I NOC Technician

**VA NSOC/NEDIIS**

WAN Systems Network Engineer  
LAN Systems Network Engineer  
WiFi Systems Network Engineer

**Wireless**

Site Manager  
Technician I

**DTRA**

VMware Engineer  
VMware Administrator  
Helpdesk Specialist (Reston)  
Helpdesk Specialist II  
Cyber Engineer  
ISSM  
ISSO  
Systems Administrator IV(Active Directory)  
Systems Administrator III (Microsoft Exchange)  
Technical Writer

Network Engineer  
Asset Management  
HBSS Admin  
Storage Administrator  
Cyber Watch Officer  
Systems Admin (ABQ)

### **CCDC-DAC**

Principal Application Engineer

### **INSCOM**

Splunk Architect

Please email your referral resumes to [careers@teksynap.com](mailto:careers@teksynap.com)

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The PTO that you have already accrued will roll over with you into the new year.

To review the PTO guidelines, [click here](#).



## **SECURITY**



# A Holiday OPSEC Message

Operations Security, or OPSEC Helps Us Maintain Essential Secrecy  
By Denying Our Critical Information To Adversaries

- Utilize basic OPSEC Counter-measures in your Holiday activities
- Leave your home with a 'lived in' look when you head out to the relatives.
- Don't Text, SMS, Skype, Tweet, Email or change your answering machine message to let people know you will be gone over the Holidays – this give the bad guys a chance to plan.
- Have a neighbor make periodic checks and collect your mail and newspapers.
- Don't make multiple trips to the parking lot to drop off gifts as this allows would be thieves to observe your activities; consider relocating to another parking lot.
- Keep your gifts in your trunk – out of sight.
- Trash may make you a target if you leave it curbside, out in the open, awaiting pick-up. Bad guys can see all those expensive gifts you received and may target your home when you leave.
- Bag your trash, put it curbside just prior to pick-up, and shred all personal info.

## Holiday Scams

When shopping online during the holiday season—or any time of year—always be wary of deals that seem too good to be true. Do your part to avoid becoming a scammer's next victim.

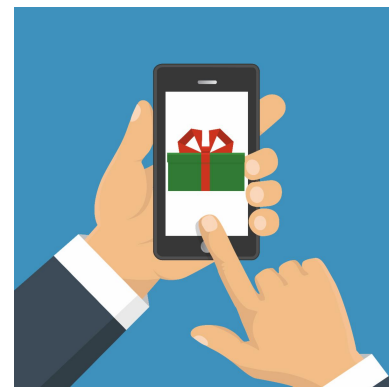
### Tips to Avoid Holiday Scams

Whether you're the buyer or the seller, there are a number of ways you can protect yourself—and your wallet.

Practice good cybersecurity hygiene.

- Don't click any suspicious links or attachments in emails, on websites, or on social media. *Phishing scams* and similar crimes get you to click on links and give up personal information like your name, password, and bank account number. In some cases, you may unknowingly download malware to your device.
- Be especially wary if a company asks you to update your password or account information. Look up the company's phone number on your own and call the company

[Read More...](#)





Congratulations to **Ryan Hagan, John Delossantos, and Jonathan Lee** for reaching 5 years with TekSynap!

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

## Anniversaries

### Seven Years

Thomas Wulff

### Five Years

Ryan Hagan

John Delossantos

Jonathan Lee

### Four Years

Adam Thomas

Mercedes Mason

Tuyen Le

William Anderson

### Three Years

Lester Dunn

David Bordelon

Lesley Quezergue

Tami Devitt

Toni Roman

Sharon Soniat

Veronica Webb-Burke

Rachel Holliday

Patrick Pocock

Sara Thompson

Carmen Loggins

Margo Rinehart

Robert Woodard

Tiffany Bean

Christopher Gibson

Alexander Hentges

Wayne Chan

Randall Garber

## Welcome, New Employees!

Kevin Craig

Cristian Amarante

Dasean Tripp

Tyler Oravetz

Nicholas (Alex) Greene

John Finn

Junaid Farnum

An-Marie Ledesma

Isaiah Steedley

Shen Zhong

Lisa Wylie

Dr. Steven Draper Sr.

Andrew Clayton

Ashley Burrell

Shapre Jennings

Bukunola (Bukky) Caillier

Isaac Benporat

Zackary Albrecht

Cody Seward

Adrian Mitchell

Chris Heera

Nicholas Casamento

Manuel Rivera Jimenez

Robin Herman

Mark DeVost

Liam Ellis

Evan Bishop

Corey McFadden

Jim Manion



## Two Years

Joseph Schmidbauer  
Kieren Tuff  
Joneil Garcia  
Jeff Brooks  
Emily Perna



## One Year

Kristen Fisackerly-Arnold  
John Arcana  
April Hidalgo  
Joy Adams  
Mark Schneller  
Arielle Gick  
Priscilla Beas  
Eileen Smith  
Klyde Vasquez  
Shepherd Archer  
Ryan Miller  
Erin Vance  
Talan Bingham  
Jacob Leath  
Trevonte Hamilton  
David Tafoya  
Ahsan Qureshi  
Timothy Bundy  
Sarah Steamer  
Nolan Hilbruner  
John Lyon  
Vernon Kwiatkowski  
Jonathan Brinkman  
Damien Patterson  
Louis Ruonavar

