



TECHNOLOGY MOVING AT THE SPEED OF THOUGHT®

Newsletter Issue No. 100

June 2024

Celebrating our 100th Employee Newsletter

It's incredible to think that we're marking the 100th issue of our Employee Newsletter. Beyond being a communication tool, our newsletter has been instrumental in driving our company's growth trajectory. By highlighting our contract wins, leadership insights, employee spotlights, accolades, milestone celebrations, new additions to our families, and achievements, it has ignited a culture of innovation and excellence throughout TekSynap. Moreover, by amplifying our brand presence and thought leadership, it has solidified our reputation as a trusted and credible partner to our customers.

As we celebrate this milestone, we also recognize that the journey is ongoing. In an ever-changing world, adaptation is key. Our newsletter will continue to evolve in tandem with our growth. Through refining content strategies and deepening employee insights, we remain steadfast in delivering value and relevance with each edition.

As we turn the page to the next 100 newsletters, we are filled with excitement and anticipation for the future ahead. With every issue, we renew our dedication to fostering connections, empowering engagement, and fueling growth within our organization and beyond. Together, we embark on the next chapter of our journey, confident in the knowledge that our newsletter will continue to serve as a beacon of communication and unity for many editions to come.

Toni Fisher, CAO



Special acknowledgement to our editorial team who play a crucial role in ensuring that each newsletter is a source of pride for us. This achievement would not be possible without the hard work of **Tiffany Bean, Arielle Gick, and Ruben Hormostay** who have embraced this monthly deadline with a profound sense of commitment and diligence.

Be the Coffee Bean

This past year, the strategic capture/solutions/proposals/pricing team had our annual team building and training workshop. One of the learning modules in the training session was on techniques for becoming a top performer. The learning module opened with a simple, three-panel slide showing three clear pots of boiling water. The leftmost pot of water contained an egg, the middle pot a carrot, and the right-side pot some coffee beans. “What happens when you put an egg in boiling water?” the instructor asked. It becomes hard. “And what happens to the carrot?” It becomes soft. “But what happens to the coffee bean?” The coffee bean *changes the water* (into something wonderful!).



This first slide introduced the concept of being a top performer and the clear motivation for becoming one. Most of life’s endeavors, both professional and personal, include that metaphorical pot of boiling water, and there’s not much we can do about that. But unlike in the above example, we can choose what we will be when we find ourselves in it. Why not be the coffee bean?

Whatever your role or function as a professional at TekSynap, there are challenges you may encounter. This can be anything from a missing process or an improperly leveraged tool, to an inefficient approach that might warrant an overhaul. We have all encountered the carrots and eggs who expend energy lamenting over such imperfect circumstances; most of us have spent at least some time being carrots and eggs ourselves. But imagine how much more rewarding it is to be a coffee bean; to empower yourself to help overcome the challenge! Over the past years I have watched our team do just that – build searchable databases where none existed to place full libraries at our fingertips, mature and standardize processes to remove guesswork and instill best practices, implement robust SharePoint sites to organize and facilitate complex proposal efforts, research and test new tools to improve efficiency and quality, and so much more.

The result is greater than the sum of the parts. Before we knew it, coffee beans became the norm because the eggs and carrots in us all empowered themselves to be thoughtful, creative, and forward-leaning. Challenges truly have become opportunities, and work life is more rewarding. Depending on your role, challenges may be customer imposed. Perhaps nursing end of life components consumes so much time that important projects are getting put on the back burner. What about putting together an unsolicited cost benefit analysis to highlight the advantages of allocating budget to an upgrade? Work with your team leads and managers to make it happen. Even if the customer is not in a position to adopt your recommendations in the near term, they will certainly appreciate the effort and information. The point is that there will never be a shortage of challenges, particularly in the dynamic realm of IT, where customer service is our commitment. Nonetheless, you get to decide how you will interact with every single pot of water.

From our team to yours, be the coffee bean!

- Julie Ennis, Senior Vice President

Congratulations to **Kearstin McGinnis**,
Vice President of Employment,
for being selected as one of the
Top 50 Women Leaders of West Virginia for 2024!



Caught in the Act

Stephanie Martin was recognized by a client for her hard work, dedication, and professionalism.

A customer sent kudos to **Edwin Parker** for being pleasant to work with and an asset to the TekSynap Team.

Harry Vasquez, Denise Davis, and Kay Kennett were recognized for their hard work.

Andrew Thorn, Raghu Nagulavantha, and Allison Baudier were thanked for helping customers.

A customer sent kudos to **Kathy Lincoln** and **Kevin Nguyen** for their phenomenal demonstration of dedication.

Joe McGee, Tim Clarke, and Shaun Jones were awarded challenge coins.

Cheryl Santiago was congratulated for running a successful meeting – she was flexible and proactive, and we are proud to have her on our team.

Kathy Lincoln was acknowledged by a customer for her excellent support and exceptional skill.

Crystal Greene, Allison Solomon, Jaylen Foskey, and Terrisha Madison-Smith were given kudos for their dedication and hard work.

Abenazer Bayou was recognized for his contributions and his dependable, excellent support.

Gregory Steiner was thanked for going above and beyond the call of duty to help a colleague.

A customer thanked **Alex Valenti** and **Gregory Steiner** for their dedication and solid work ethics.

Joseph McGee was applauded for his exceptional support.

VA Leadership sends their appreciation to **Jim Butler** for his hard work.

The IT Team at HQ (**Scott Lee, Daniel Wilson, Kayleigh Merritt, John Henry, Shane**

Baker) was recognized for their patience, expedience, dedication, hard work, and customer service.

Curtiss Lasserre, Garrett Weiskirch, Michael Ireland, Cory Brown, Adam Thomas, Crystal Cross, Isaiah Archer, Lisamarie Hughes was acknowledged for their adaptability, professionalism and completeness.

A customer thanked **Nicholas Casamento** and **James White** for their exceptional effort.



The IT Management Team decided to swap out their keyboards for golf clubs and hit the green for a weekend of relaxation after all their hard work.

Pictured: **Scott Lee, Dillyan Abarca, Leonard Newman, Zachery Gardner, and Dylan DeLeon**

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](#).

Help us recognize our employee contributions in the monthly Newsletter.



TekPets

Gatsby, the lovable five-year-old German/Australian Shepherd mix, steals the spotlight in his dapper attire as he proudly poses for a picture at his humans' (**Edwina DeLeon**) wedding.



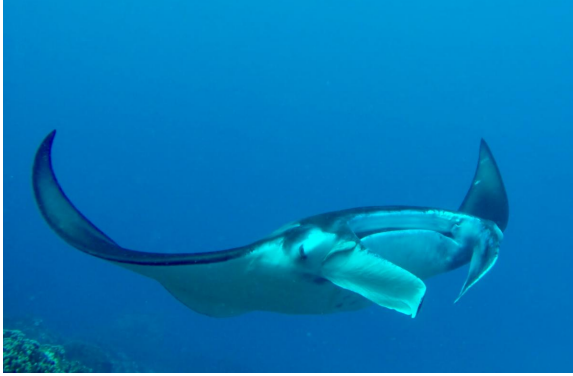
Feature your pets in the next newsletter!
Send pictures of your companions to news@teksynap.com.

TekSynap Travels



One of the greatest benefits TekSynap offers is achieved through perseverance and patience. After five years of service, employees are awarded a \$5,000 travel voucher. Because of this, my decades long dream came true in May to venture to Bora Bora. Explored the surf and turf of French Polynesia in Tahiti, Huahine, and of course, Bora Bora!

-Cole Withers



Certification Corner

Jeff Amspaugh
ITIL Foundation

William Rodeffer
ECSE Design

Torry Booker
CompTIA Cloud+

Thomas Reid
Certified Information Systems Auditor
PMP

Rupi Stepniczka
PMP

Adriana Berrios
SNow CSA

Andrew Rose
CWT

Marcus Archuleta
Certificate Cloud Security Knowledge

Benjamin Robinson
Mist Wifi

Hannah Long
PMP

Roderick Moton
AMX Technician (Enova)

Nasratullah Rahman
Microsoft Certified: Azure Admin. Associate

Mark Jackson

ITIL Foundations

Miguel Dalmeida

Microsoft Certified: Azure Admin. Associate

Mark Frick

CompTIA A+

Marcus Archuleta

HDI Customer Service Representative

Niles Garcia

Mist Wifi

Mist Location

CWS

Logan Reece

Juniper Network Certified Associate

Kenneth Null

Security+

Francis Mekeal

Cybersecurity Fundamentals Cert

Darrin Irvin

AWS Solutions Architect Associate



Employee Learning Program

Employees are encouraged to use the Employee Learning Program (ELP) Benefit. [Click Here](#) to access the form.

Open Positions

53rd Wing Tech

Journeyman Computer User Support Specialist

FBI-NEMO

Junior Network Engineer (Travel)

Technical Writer

Vanguard

Senior Software Developer



DTRA TO3

Senior Systems Administrator (ArcGIS)
ISSO

Kirtland C4

Client Support Technician

Please email your referral resumes to careers@teksynap.com to receive up to \$5,000.



TekSynap will be transitioning to BenefitEd for our employee 529 college saving and student loan repayment plan match program. Benefit eligible employees will receive an email with enrollment information in July. If you have any questions, please reach out to

HR@teksynap.com.



Urgent Care vs. the Emergency Room

By Cigna Healthcare

If you need immediate medical attention, your first thought may be to go to the *Emergency Room (ER)*. But if your condition isn't serious or life-threatening, you may have a less expensive choice. An urgent care center provides quality care like an ER, but can save you hundreds of dollars.

If you have a life threatening situation, go to your nearest emergency room or call 911.

Urgent Care Centers

Urgent care centers handle non-life-threatening situations, and many are staffed with doctors and nurses who have access to x-rays and labs onsite. Most urgent care centers are open late and on weekends and holidays.

An urgent care center can treat you for common conditions such as:

- Earaches and infections
- Minor cuts, sprains, and burns
- Fever and flu symptoms
- Cough, cold, and sore throat
- Animal bites
- Mild asthma
- Urinary tract infections
- Headaches

- Back and joint pain

Emergency Rooms

Emergency rooms are meant for true medical emergencies. They can handle trauma, x-rays, surgical procedures, and other life-threatening situations. Most hospitals have an emergency room that's open 24 hours a day, seven days a week.

An emergency room may be best if you experience:

- Sudden numbness or weakness
- Disorientation or difficulty speaking
- Sudden dizziness or loss of coordination
- Seizure or loss of consciousness
- Shortness of breath or severe asthma attack
- Head injury/major trauma
- Blurry or loss of vision
- Severe cuts or burns
- Heart attack, chest pain, or chest pressure
- Overdose
- Uncontrolled bleeding
- Coughing or vomiting blood
- Severe allergic reactions



Happy Ten Year Anniversary

Jeff Beyer

Happy Five Year Anniversary

Anthony Bosco
Karen Billingsley
Joshua Tudor

Your company paid vacation is right around the corner!

Anniversaries

Ten Years

Jeff Beyer

Seven Years

Ruben Hormostay
Robert Yohn

Five Years

Anthony Bosco

Welcome, New Employees!

Nate Wylie
Ke Lam
Oliver Saxe
Wayne Johnson
Leon Lewis
Alex Stewart
Catherine Kildea
Eric DeLOrefice
Jonathon Wright

Karen Billingsley
Joshua Tudor

Four Years

Roderick Moton
Stanley Beaver
Michael Freeman
David Bourgeois
Benjamin Schwieterman

Three Years

David Fulton
Maria Singarayan
Jesse Phillis
Laurie Hrubowchak
Christyna Bishop
Karen Kane
Jane Henry
Cydney Schrader
Crystal Cross
Zachary Tabor
Mark Vinson
Jian Chen
Daniel Lyons

Two Years

Christa Meadows
Cedric Sharps
Kim Comstock
Christopher Danvers
Taehoon Kang
Katrina Finch
Keira Thornes
Kyle Arnold
Robert Lee
John Grau
John Sheffer
Benjamin Kohler
Solomon Banks
Kareen Moore
Dylan De Leon
Jeremy McGowan
Grace Jinnah
Anna Enriquez
Lisamarie Hughes
Steven Doyle
Everett Smith
Mohammad Umaid
Brandon Cho

One Year

Albert James
Adekunle Olayiwola
Matthew Schlag

Michael Novarina
Daulton Ray
Michael Reese
Imani Neal
Lydia Okolo
Nicholas Pryor
Jonathon Palumbo
Briana Pugh
Rohan Fernandes
Craig Ash
Cooper Martin
Ethan Zack
Adam Wesseh
Francis Obeleke
Bryan Phelps
James Coleman
Joseph Greer
Adam Salem
Kristen Cain
Nelson Nobles
Brandon Gray
Shane Washko
Jamel Jackson
Darryl Alexander
Steven Bloom
Ethan Agnello
Roan Gozon
Mekonnen G-Mariam
Jeremiah Montalvo
David Toliver
Henry Hoang
Adam Sanfacon
Nasreen Ahmed



Ayzinah Haile
Kamal Dangal
Ericka Brown
Anthony Gonzales
Mariel Le
Michael Benjamin
Beth Egbert
Claudia Dockery
Renate Holt
Ewan Drellack
Ashley McCoy-Hospedales
Bailey Bartram
Dane Diaz
Darrick Noah
Daream Badi
Je'Reme Herbert
John Bangert
Victoria Diaz
Casey Holland
Susan Gorman

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TekSynap | 1900 Oracle Way Suite 800 | Reston, VA 20190 US

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