**Newsletter Issue No. 104** **October 2024**

# Supporting Our Federal Clients Transition to the New Fiscal Year

As we transition into Autumn, with crisp air replacing the humid days of summer, we find ourselves entering a pivotal time for federal agencies: the close of the fiscal year (September 30) and the start of the new one (October 1). For those of us who work alongside federal clients, this is a crucial period where we can offer immense value and support. Understanding the pressures federal teams face as they wrap up one year and prepare for the next is key to ensuring we continue to be reliable partners.

Our federal clients have just wrapped up an incredibly busy period, finalizing the fiscal year that ended. During these final weeks, agencies worked tirelessly to reconcile budgets, finalize contracts, and complete essential tasks before funding expired.
Once the fiscal year ends, October 1 brings a fresh set of challenges. Federal agencies are shifting focus to the new fiscal year. This time is filled with renewed budgets, project launches, and critical mission execution. Our role as contractors is to support our valued clients in this pivotal time, doing what we can, ensuring they hit the ground running after a hectic year-end closeout process. We can be part of the reason for the transition of their critical missions continue without missing a beat. This level of support also solidifies strong client relationships.
I spoke to several of my friends and colleagues in the federal workforce to ask them what they need most from their contractor support staff during this time of year. I have summarized their inputs alongside with actions we at TekSynap can take to provide top-tier support as our clients navigate the start of FY2025.

**Anticipate Needs**: Contractors should proactively check in with clients to see how they can assist with the lingering year-end closeout activities, which occur during October as final metrics need to be gathered from the end of September. Offering help with documentation, reporting, or procurement processes can ease their workload.
**Flexibility and Responsiveness**: Federal employees are under significant pressure to meet deadlines, and contractors should be available for quick-turnaround requests. Flexibility in scheduling and responsiveness to last-minute needs can go a long way in strengthening relationships with our clients. More often than not there will be last minute requests.
**Knowledge Transfer**: Ensure all project documentation and deliverables are up to date, and

clearly documented according to the contracts; making it easier for our clients to finalize fiscal year-end reports and start new projects seamlessly.

**Support with New Year Planning:** Contractors can provide insights and assistance as federal clients plan their budgets and projects for the new fiscal year. As we should be very familiar with the priorities for the agencies we support, we can offer suggestions for how resources can be used more effectively and bring new innovative solutions for upcoming challenges. During this time our clients often welcome innovative ideas for initiatives that align with both their short-term project goals and long-term strategic plans.

Understanding our clients' seasonal transition priorities and anticipating their needs is another way we at Teksynap can set ourselves apart from our competitors.

**Cheryl Santiago, Director**

## Check your TekSynap email to RSVP!

## Caught in the Act

**Elizabeth Page** and **Ed Haynes** were sent kudos for their dedication and unwavering support to the customers.

**Robert Lee**, **Bryant Davis**, and **Dejhane Harrison** were thanked by a customer for a 'job well done'.

The **DLA New Cumberland AV/VTC Team** were recognized for their amazing customer support.

A customer sent in kudos for **Faith Johnson's** amazing support.

**Jeremiah Montalvo** and **Stephen Sarracino** received kudos from a customer for being amazing to work with.

**Jamal Armstrong** was recognized for his great customer service.

**Danielle Hackett** received kudos for her work at CISA.

**Blake Kershner** was given two separate kudos from customers for his excellent support.

**Kathy Lincoln** was recognized for her contributions at DTRA.

**Diondrea Ricks** was given glowing commendations for her people-first mentality, commitment, and attention to detail.

A customer sent in kudos to express gratitude for **Dave Bourgeois's** assistance.

**Cedric Sharps** was thanked for his work.

**Satya Vaddavalli**, **Andrew Thorn**, **Raghu Nagulavancha**, **Ravalika Kallepu**, **Nassrin Moghadam**, **Neelima Uppalapati**, **Peng Sun**, and **Tilmon King** were all recognized for their work on a recently completed project.

**Tiffany Bean** was thanked for her professionalism and speediness at resolving an issue.

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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.

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## TekSynap Travels

I spent the last two weeks of September in Japan! I travelled through Tokyo, Kyoto, and Osaka. The whole trip was beautiful and amazing and I'm already planning to go back!

Pictured to the left is a fox from the Fushimi Inari shrine. In the bottom left are statues from the Otagi Nenbutsu-ji Temple and on the bottom right is Kiyumizu-dera Temple in Kyoto

**-Arielle Gick**

## 5 Year Anniversary Trip

Thank you TekSynap for this amazing opportunity to have a family getaway. We attended Universal and a couple of other amusement parks. We were truly thankful.

**- Jovan Dennis**

Send your story and pictures of your travels to***news@teksynap.com***.
You can also share some Halloween fun of your kids and pets to be posted in the November newsletter.

## Certification Corner

**Marquis Parker**
CCNA Routing and Switching

**Marcus Archuleta**
CompTIA CySA+

**Louis Ruonavar**
Master Project Management

**Logan Reece**
JNCIS-ENT

**Kaitlyn Eber**
CMMI v3.0 Certified Practitioner

**Jonathan Brinkman**
Red Hat Certified System Admin.

**Gabriel Cashen**
Cisco Certified Technician Collaboration

**Charles Govey**
CompTIA CySA+

**Benjamin Schwieterman**
CISSP

**Brandon Duong**
CompTIA CySA+
CompTIA CSAP

**Anton Soloshenko**
ECSE Design

**Bailey Bartram**
CompTIA CySA+

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## 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 ***TekWorkforce profile***.

Updating your certifications in TekWorkforce will help us identify you for career advancement opportunities.

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## Career Initiative Discussion

Interested in other roles in the company?
Want to grow your career?
Do you know where to start?

Schedule a session with **Kearstin McGinnis** to speak further. She can help you navigate the roles and positions available at TekSynap and help create a path for the next steps.

Available timeslots are limited, ***click here to schedule now!***

## Open Positions

**DIA CIO CIS**
ISSE
ISSO
Tech Refresh Data Analyst
Senior Installation Technician
Program Manager
Technical Writer

**Space Development Agency**
Sr. AV Technician
AV Systems Programmer

**FBI-NEMO**
Junior Network Engineer
Junior Network Engineer (travel)
Circuit Analyst

**USITC**
Help Desk Tier II Technician

Please email your referral resumes to ***careers@teksynap.com*** to receive up to $2,000.

**New items in the TekStore!**
**You can check your TekDollar balance and the new items *here*.**

## Cybersecurity Awareness Month

**We can increase our online safety through four simple actions, and whether at home, work, or school, these tips make us more secure when connected.**

### 1. Use Strong Passwords

Strong passwords are long, random, and unique and include all four-character types (uppercase, lowercase, numbers, and symbols). Password managers are a powerful tool to help you create strong passwords for each of your accounts.

### 2. Turn on MFA (Multi-Factor Authentication)

You need more than a password to protect your online accounts; enabling MFA makes you significantly less likely to get hacked. Enable MFA on all your online accounts that offer it, especially email, social media, and financial accounts.

### 3. Recognize & Report Phishing

Be cautious of unsolicited messages asking for personal information. Avoid sharing sensitive information or credentials with unknown sources. Report phishing attempts and delete the message.

### 4. Update Software

Ensuring your software is up to date is the best way to make sure you have the latest security patches and updates on your devices. Regularly check for updates if automatic updates are unavailable.

To read more information provided by CISA, ***click here.***

TekSynap offers two employee assistance programs; one under Cigna medical insurance and another with Guardian that covers all employees.

***Cigna EAP:***

Three face-to-face visits with a licensed behavioral health provider in our employee assistance program (EAP) network at no additional cost. To get an EAP code, visit myCigna.com and chat with us online or select the link that displays with your online provider search.

- Live chat with an EAP advocate
- Unlimited telephone support and access to work-life resources
- Access to legal services, including a 30-minute consultation with a program attorney for legal issues, with 25% off select fees if the program attorney is retained
- Access to financial services, such as 25% off tax preparation and a 30-minute complimentary phone consultation with a financial specialist
- Access to ***IdentityForce***, a comprehensive identity theft protection program at no additional cost.

Additional resources on your MyCigna app:

**iPrevail**
This digital therapeutics program was designed by experienced health care professionals to help you take control of stress. Interactive video lessons and one-on-one coaching can help with challenges including post-traumatic stress disorder (PTSD), caregiving, depression, and anxiety.

**Happify™**
A self-directed program with science-based games and guided meditations, Happify was designed to help reduce stress, and anxiety, increase confidence, and boost overall health.

As a reminder, if you are not enrolled with Cigna medical, you still have access to the ***Guardian EAP***.

## Happy Ten Year Anniversary

Lonny LeGrand Jr

## Happy 5 Year Anniversary

Ryan Fondren, William Schafer, Bryan Gaylord, Nicholas Allen, Thomas Seay, Daquante Martin, Brian Jenkins, Jim Butler, and Jeffrey McQuate

Your travel award is right around the corner! Be sure to check your TekSynap email at the end of the month.

## Anniversaries

### Twelve Years

Kellie Dorgan
Antwan Glover

### Ten Years

Lonny LeGrand Jr

### Seven Years

Wayne Wisneski
Jennifer Neish-McMurdy
Edward Stroebel
Thomas Pollock

### Six Years

Kathy Lincoln
Leonard Newman
Dominick Ditcharo
Timothy Clarke
Carroll Ridenhour
Errol Graham
Neri Dominguez
Michael Thurston
David Brunner
Mohammad Khan
Jhonny Quispe
Matthew Strout
Arland Smith
Ashley Frederick
Christopher Ray

### Five Years

Ryan Fondren
William Schafer
Bryan Gaylord
Nicholas Allen
Thomas Seay
Daquante Martin
Brian Jenkins
James Butler
Jeffrey McQuate

## Welcome, New Employees!

Andrew Erickson
Ravi Pasapula
Brandon Campbell
Chameka Campbell
Joshua Covington
William Grotemeyer
Kristen Wilkerson
Thanh Tran
Robert Nunn
Kirk O'Guinn
Kendoni Brown
Christian Floyd
Timothy Dennis
Harry Akinyemi
Jason Hurd
William Rockett
Justin Slusser
Christina Valentine
Devon van Rossum
Adam Finsel
Praveen Sehgal
Travis Grandison
Matthew Ruiz
John Gaston
Ayobola Babatunde
Jeanie Hill
Bryce Metzler
Dalton Wright

### Four Years

Alexander Libby
Jeffrey Talarico
Satyaveni Vaddavalli
Christopher McKoy
Victor Doan
Patricia Moyles

### Three Years

Dennis Cole
Gregg Moseley
Richard Lucht
Nicole Moncayo
Kevin Reynolds
Edwin Ortiz
Joshua Kahue
Edward Fong
Connie DeYoung
Shelby Ritch
Jonathan Tobar
Julius Bello
Terrance Sullivan
Kirk Jackson
Monhi Powell

### Two Years

Clyde King
Samuel Kim
Nicole Ambrose-Jones
Jeniffer James
La-Ticea Martinez-Green
Duc Nguyen
Michael DeLaFleur
Bethany Gauldfeldt
Matthew Hileman
Anton Soloshenko
Barry Turk
Kortney Allen
Noah Gammons
Greta Swanson
Nolan LaDuke
Amar Dave
Ahmed Ibrahim
Uthid Nanthavong
Immanuel Alam
Andrew Miller
Douglas Pike

### One Year

Jack Thompson
Lisa Bright
Christopher Jackson
Hannah Wagner

Sadeddin Abu lebdeh
Kyle Fisher
Andrea Almendarez
Amarachi Nwachukwu
Mohammad Butt
Bernard Flowers
Andrew Aller
Jorge Rivera
Darrell Nealy
Jarrad Reck
Ernest Briggs
Samuel Jones
Kevin Fludd
Ezr-Tiahna Divina
Danielle Broussard
Jeremy Riester
Laurie Mathurin
Michael Samuels
Steven Whiteside
Alberto Gomez
Ira Leitner
Jason Pringle
Devon Fleetwood

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