



Newsletter Issue No. 108

February 2025

TekSynap's MTF Team: Celebrating Our Outstanding Employees

Recently, our MTF team members celebrated the holidays together at Ft Campbell, Kentucky. Celebrations like this are vital in fostering a sense of camaraderie and shared purpose within a team. Another cause for celebration was the win of their re-compete work. TekSynap's MTF Team led by **Renate Holt**, supports upgrades to Military Treatment Facilities (MTF) around the world, ensuring that these crucial medical facilities are equipped with the latest infrastructure and electronics. Our team members travel to both CONUS (Continental United States) and OCONUS (Outside the Continental United States) sites providing survey, design, and installations. Many employees on the team have been supporting this important mission for over 5 years. Their long-standing commitment is a testament to the passion and professionalism they bring to their roles. This continuity has allowed our team to build strong relationships with customers and consistently deliver high-quality results.

Our Site Leads, **Beth Egbert, Matthew MacPherson, and Jason Garrett**, lead our three travel teams and have shown remarkable leadership. Their ability to guide their teams through complex projects and ensure timely completion has earned them a stellar reputation among our customers. The MTF team has received five-star ratings on their customer satisfaction surveys for 20 out of 21 surveys and designs and many of their surveys and installations were completed ahead of schedule. This impressive track record highlights the team's unwavering commitment to exceeding customer expectations. The ability to deliver results promptly without compromising on quality is a hallmark of the team's approach. We are proud of our MTF team's achievements and look forward to many more successes in the future. Their hard work and dedication are the driving forces behind TekSynap's commitment to support this important mission.

Lisa McCann, Vice President



Forest Service MSP

The USDA Forest Service MSP Program stands as one of TekSynap's newest and most exciting initiatives, showcasing our close collaboration with industry partners to leverage cutting-edge “Software as a Service” (SaaS) platforms that transform the way network infrastructure is managed. Together with AT&T and the USDA Forest Service, our team has developed and implemented a brand-new standalone network service for the agency that goes far beyond typical installation and maintenance services.

For TekSynap to stand up and deploy each of the customer’s sites, our team, led by Program Manager **Hannah Long**, utilizes a set of standardized processes that form the foundation of our program. When TekSynap brings new Forest Service sites online, we conduct site surveys that help us understand the unique challenges each location presents; from remote mountaintop facilities to busy ranger stations. Working hand-in-hand with AT&T, our engineers, led by our Technical Engineering Lead, **Alex Schramm**, evaluate whether sites need specialized outside wiring, known in the Telecom industry as End User Contingency Requirements (EUCR). For standard installations, we coordinate with partner companies, including TNI and Catapult, to configure and ship Meraki equipment directly to the site, streamlining the deployment process.

Understanding the critical nature of the Forest Service's mission, we've implemented a flexible support model that adapts to their operational tempo. During fire season, when every minute of connectivity counts, our help desk operates around the clock, providing 24/7 support to ensure uninterrupted operations. During quieter months, we maintain reliable 12-hour coverage, ensuring consistent support while optimizing resources. This responsive support extends to our customer-facing dashboard, where both AT&T and USDA stakeholders can track real-time statistics on ticket status and resolution metrics.

What truly sets the team apart is how we've adapted to real-world challenges. Early in the program, the team discovered that approximately half of all installations were encountering circuit issues or failing speed tests and these failures typically stemmed from the Local Exchange Carrier (LEC) or AT&T’s proprietary infrastructure. Rather than treating these

challenges as a roadblock, the team saw an opportunity to expand our services. We introduced remote engineering support for circuit activations, positioning our team as the go-to resource for rapidly resolving such technical hurdles. This proactive approach has made the TekSynap team indispensable to our Forest Service customer, who now relies on us as their primary point of contact for both new installations and ongoing support.

The team's latest innovation in support of our USDA customer, is the enhancement of our deployment workflows within TekSynap's next generation managed services portal. This ambitious initiative, developed in close collaboration with **Nolan LaDuke** of TekSynap's internal application development team, starts with a Visio flowchart, used to map every step of the installation process. We're not just digitizing paperwork – we're creating an intelligent system that coordinates communication between local points of contact, AT&T, USDA headquarters, subcontractors, and our internal project coordinators and engineers. The newly launched ServiceNow dashboard, currently in V1 testing, represents a significant step toward our goal of streamlined, efficient operations.

Looking ahead, we're confident that the lessons learned and processes our team has developed on the Forest Service program will serve as a blueprint for excellence across TekSynap's managed services portfolio. Based on our success on the program thus far, TekSynap has been asked to develop notional architecture and expanded services to take over more of Forest Service's enterprise network requirements through this new standalone network. By combining technical expertise with automated and proactive support, we're not just maintaining networks – we're building partnerships that stand the test of time and help our customers fulfill their critical missions.

Thomas Murphy, Senior Vice President Operations





Caught in the Act

Dakota Black was thanked for his quick thinking and strong willingness to tackle any task.

A customer expressed their gratitude to **Alan Parker** for being knowledgeable and ensuring their issue was resolved.

Curtis Handley was praised for his initiative on organizing and decluttering excess equipment, and building and arranging storage bins.

A customer thanked **Patrick Miller** for his attention to detail and diligent communications support.

Zach Gardner was recognized for putting in extended hours over the weekends and after hours.

Autumn Roberto was congratulated for the outstanding service she provides.

A customer sent kudos to **Blake Kershner** for always fixing problems or finding a solution to get the customer up and running.

Jeffrey Mozo was thanked for his dedication and expertise.

A customer praised **David DiGiovanni** for his remarkable expertise, patience, and responsiveness.

Ashley Ackerman was applauded for being a superior performer.

CJ Morabito was commended for her hard work, ethics, and drive.

Sarah Keiper was praised for providing valuable insights and making the recruitment process a breeze.

A customer sent their appreciation to **Dylan DeLeon** and **Robert Lee** for their fantastic work and assistance.

Alan Parker was celebrated for his sincere willingness and superior client service.

Dennis Cole and **Lisamarie Hughes** were thanked for their hard work and professionalism.

A customer praised **Edwin Ortiz, Tim Neal, Robert Bradshaw, Mike Ramirez,** and **Cole Hylton** for their hard work.

Andrew Anderson received kudos for his professionalism and tireless efforts.

Danielle Hackett was recognized for her well-prepared support.

The LAN IRP team truly outdid themselves, showcasing unparalleled dedication and expertise! Over an intense 25-day period, they braved long hours and countless challenges to successfully migrate the VA's wired network at White River Junction from Cisco switches to cutting-edge Juniper switches, leveraging the advanced VXLAN & EVPN technology. This monumental task involved replacing over 130 switches across more than 40 network closets. Their unwavering commitment and tireless efforts culminated in this remarkable achievement, setting a new standard for excellence!



Left side, front to back: Dominick, Whitney, Cam, Leon, John, Derrick

Right side, front to back: Bryan, Christian, Rett, Darryl, Justin, John (Doc)

Not pictured: Jim B, Terry, Kirk, Tim L, Jim F, Kendoni, Caleb, Logan, DeAndre

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.

TekTots



Brendan Fenway Steamer was born to **Sarah Steamer** and her husband Dan on January 3, 2025, weighing in at 7 lbs., 10 oz. at 20.25" long! He is settling into life "on the outside" with his parents, big fur-brother Elvis, and a loving circle of family and friends!



TekPets

Bug is our 2-year-old Standard Poodle that's a UKC Grand Champion show dog. When he's not playing with his brothers, he participates in multiple AKC/UKC sports including Dock Diving, Barn Hunt, Fast CAT, and Agility.

-Samuel Fisher



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



Certification Corner

William Kile
CompTIA CySA+

Ted Lewis

Windows Operating System Security

Robert Elmore

Dynatrace Certified Associate

Richard Medina

HDI Customer Service Representative

PM Ferguson

ITILv4 Foundation

Jaime Villarreal

CompTIA SecurityX

CompTIA CSAE

Harry Akinyemi

CompTIA CySA+

Alexander Howard

Windows Operating System Fundamentals

Adam Craig

Certified Wireless Security Professional



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.

Open Positions

DLA TIES

Telecommunications Specialist, Richmond, VA

DLA VOC

VTC Administrator, Columbus, OH

ADCNOMS

Project & Engineering Lead

Senior IT Operations Lead

Senior QA Manager



DTRA

Senior Systems Administrator

Senior HBSS Administrator

Virtualization Team Lead (Contingent)

ISSO

Helpdesk Specialist

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

Employee Reminder: Mental Health Support Available

If you or an immediate family member are feeling down or struggling, Teksynap offers two Employee Assistance Programs (EAP). One is through **Cigna** for enrolled members and the other is through **Guardian** for all employees. These resources provide confidential support, counseling, and guidance to help you navigate personal and professional challenges.

For more information please review the linked documents or you can check out the ADP Forms Library under Resources.

Seasonal Affective Disorder (SAD): More Than the Winter Blues

As the days get shorter and there is less daylight, you may start to feel sad. While many people experience the “winter blues,” some people may have a type of depression called seasonal affective disorder (SAD).

The first step is to determine how much your symptoms interfere with your daily life.

Do you have mild symptoms that have lasted less than 2 weeks?



- Feeling down but still able to take care of yourself and others
- Having some trouble sleeping
- Having less energy than usual but still able to do your job, schoolwork, or housework

These activities can make you feel better:



- Doing something you enjoy
- Going outside in the sunlight
- Spending time with family and friends
- Eating healthy and avoiding foods with lots of sugar

If these activities do not help or your symptoms are getting worse, talk to a health care provider.

Do you have more severe symptoms that have lasted more than 2 weeks?



- Social withdrawal
- Oversleeping
- Gaining weight
- Craving foods with lots of sugar like cakes, candies, and cookies

Seek professional help:



- Light therapy
- Psychotherapy (talk therapy)
- Medications
- Vitamin D supplements

For help finding treatment, visit nimh.nih.gov/findhelp.

If you or someone you know is in immediate distress or is thinking about hurting themselves, call or text the 988 Suicide & Crisis Lifeline at **988** or chat at 988lifeline.org.



NIH National Institute
of Mental Health

nimh.nih.gov/sad

NIMH Identification No. OM 22-4320

Happy 5 Year Anniversary
to 10 TekSynap employees!



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

Anniversaries

Nine Years

Kaitlyn Eber

Seven Years

Jonathan Naeve

Nicholas Mastrangeli

Jeremy Jones

Kay Kennett

Six Years

Cory Broughton

LeTonya Love

Mamo Gerba

Five Years

Kalon Satathite

Ben Chen

Scott Gearhart

Johnathan Sutherland

Abdlla Elhassan

Thao Trinh

Jeffery Bent

Max Reis

Jay Ko

Shaun Stroble

Four Years

Hana Seo

Lynda Martin

Adrienne Tisler

Daniel Strong

Brent Powell

Christopher Seigle

Nicholas Manilli

Three Years

Phillip Valdez

Otis Brown

Julio Ingar

William Clough

Alan Parker

LaShonda Fletcher

Henry Cooper

Welcome, New Employees!

Grant Gammons

Tyus Haynes

Will Barker

Melvin Esperon

Carmino Camerota

Brian Boutler

Lindsay Elkins

Joseph Ogunsanya

Nicholas McClain

Noah Baker

Emilienne Mbanjog

Alexander Howard

Kathryn Kelly

Michael Bolea

Keiarra Henderson

Janelle Hill

James Miller

Stephanie Gbogboade

Ted Lewis

Yasin Abdurahman

Vanna Martinez

Harry Long

Michael Akhbari

Mohammad Butt

Lukas Scribner



Jessica Spencer
Cathleen Callinan
Cynthia Schmatjen
Cheryl Evans-Santiago
Mariefred Evans
Owen O'Neill
Robert Bradshaw
Lauren Bowman
Imran Hussain
David Romero
Vincent Fontenot-Miller
Travis Raynes
Susan Case
Nasratullah Rahman
Tymon Scott
John Thompson
William Shillington
Alan Yonamine
Caesar Harvey
Clinton Burnham
Sheryl Janke
Angel Rivera-Galletti
Timothy Egan
Detwane Lewis
Michael Niski
Jean-Paul Girulat
Paul McDonnell
David DiGiovanni
Samuel Fisher
Anthony Rodriguez
Troy Walter

Two Years

Jessica Gatmen
Matthew Buonforte
Theodore Poole
Cherelle Hicks
Brandon Duong
Darrin Irvin
Jimmy Nguyen
Olivia Blackburn
Lisa McCann
Jacquelyn Blanco

One Year

Trini Marrujo
Timothy Brown
Ethan Baker
Latoya Daniels
Jamal Armstrong
Devonte Washington
Spencer Lloyd
Micheal Adegbule
Donald Stephens

David Lawrence
Jaden Cooper
Mark Jackson
Ashley Ackermann
Anthony Kuhn
TaCori Kelley
Solange Awah
Omar Bringas
Pastor Aguirre
Javon Campbell
Eddie Wilson
Kayleigh Merritt
Sean Washington
Shawn Skehan
Gregory Broxton
Kevin Huynh
Charles Fall

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