



Newsletter Issue No. 115

September 2025

Three Legs of a Stool – Customers, People, Process

Maintaining a successful business involves taking care of three principal components – the customer, people and process. Each component is equally important. It's like three legs of a stool. The stool will be balanced and effective if each leg is strong and sturdy. If one leg is weak or not functioning properly, the stool will become unstable or fall over. Each leg, or component, is essential and dependent upon the other. True success requires alignment across all three components – our customers, our people and our processes.

We need a deep understanding of the needs of our customers, which will guide our people, processes and the development of solutions. It is vital that we consistently deliver effective solutions for our customers. Consistency develops trust, and that trust helps us keep our existing customer base and expand into new customers. Without a growing customer base, we are unable to make investments back into the company. Investments in our people and processes enable us to attract and retain the most skilled workforce, develop advanced technical solutions, and deliver positive outcomes for our customers.

We are a service provider. Our employees drive the success of our business. Our biggest and most important asset is our people. In order to sufficiently meet our customers' needs, we must ensure that our employees are skilled, motivated, and engaged. I believe people inherently want to learn and grow. Maintaining an environment and culture that encourages and enables this is essential. Increasing our knowledge base and understanding of our customers' challenges will lead to our engagement on increasingly more difficult and exciting opportunities for our employees. This benefits both our customers and our employees. Processes are structured procedures and methods that provide guidance for how tasks are performed and how operations are executed. Processes are defined and optimized over time to create efficient and effective workflows. This prevents confusion, saves valuable time and money, creates accountability, and ultimately empowers our people.

An imbalance in any one of these components can lead to instability. Talented employees could be held back or depart due to poor processes or a lack of clear workflows. Clear concise processes without skilled people to execute will not be successful. If we have the best people and processes, but we are not delivering adequate solutions to our customers, we will not retain or grow our customer base.

We need to regularly evaluate the strength and effectiveness of each leg to ensure that they are aligned with the overall strategy of our business. When these three legs are strong and working together, there are no limits to the success our business can realize.

Lucas Narel, CFO



Meet TekSynap's NOAA Fisheries Power Platform Team

Hello TekSynap!

I'm excited to introduce you to our incredible **NOAA Power Platform team**, who've been working behind the scenes from various corners of the country to support NOAA's mission and bring fresh perspectives to our application development work.

At NOAA, digital transformation is critical to supporting environmental research, weather forecasting, and data-driven decision-making. Our team plays a key role in this mission by delivering expert support for the Microsoft Power Platform services, enabling NOAA to modernize workflows, improve efficiency, and equipping NOAA with the business tools to drive data supported decisions.

TekSynap's Power Platform Development team works closely with NOAA stakeholders in a highly collaborative, hybrid environment. We provide end-to-end support: requirements gathering, solution design, data modeling in Dataverse, automation development, user training, and governance implementation. This ensures solutions are not only technically sound but also ensures applications are user-friendly and meet the needs of the various departments that will use the applications. TekSynap is enabling NOAA to harness the full potential of the Power Platform. The result is a more agile, data-informed government agency capable of responding quickly to environmental priorities.

Although our team is geographically separated, spanning across multiple states and time zones, we stay closely connected through daily virtual meetings and continuous communication in our Google channels. We've built a strong collaborative culture that allows us to work seamlessly across distances, leveraging our diverse perspectives and experiences to deliver high-quality applications efficiently.

Sarah Keiper, Director



Join us for a Webinar with WellHub

We are excited to introduce our new wellness benefit.

Date: Friday, October 3rd

Time: 12pm EST

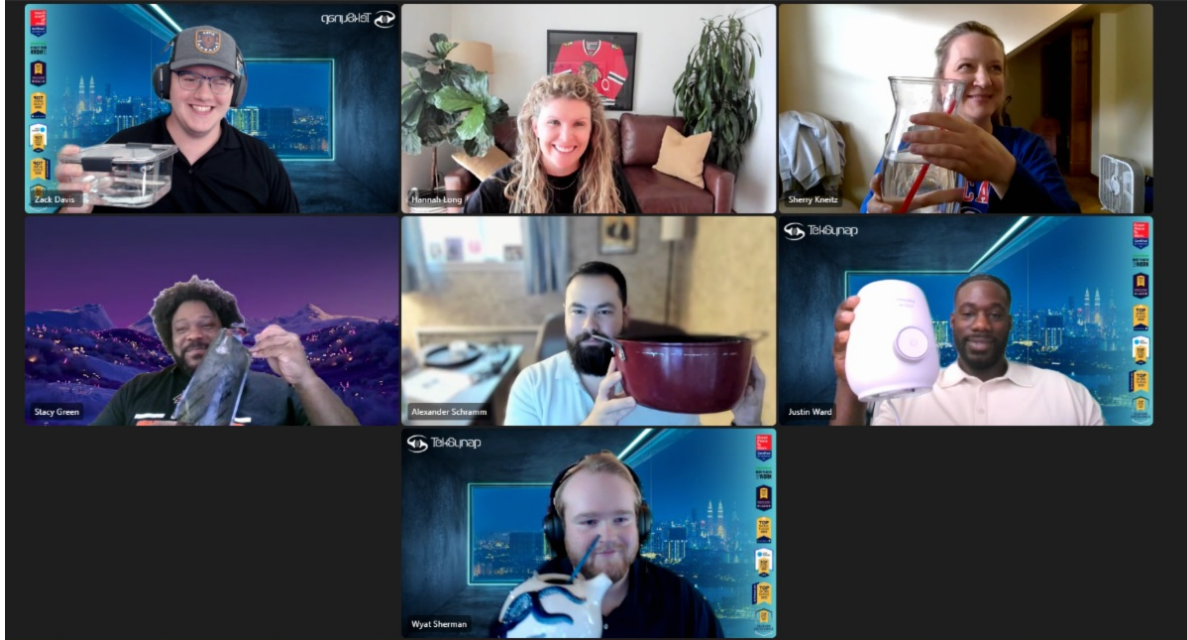
Location: **Microsoft Teams**

WellHub will provide an overview of the program, show you how to get started, and answer your questions. You will be able to enroll into this benefit with your company email starting on October 1st!



Water You Doing?

The **USDA Forest Service team** decided to prank their boss, **Hannah Long**, during their internal sync meeting. They all decided to drink water from literally anything but a water bottle during the meeting to see how long it would take her to notice. It took her about 1-2 mins to notice and they all had a good laugh.



Save the Date

TekSynap's Annual Holiday Party will be held on January 10th, 2026 at the Washington Hilton in Washington, DC. This year's theme is "TekGala 3026". Attire is dress to impress, black tie optional. No costumes!



Caught in the Act

Bailey Norris was recognized by a customer for her professionalism and organization as an Application Product Owner.

Julie Witt was thanked for her quick, and detailed work on Proposal Key Personnel recruitment, and identifying top talent.

A customer commended **Justin Ouzts, Tim Lawson, and Bryan Phelps** for their professionalism, courtesy, knowledge, and diligence.

Kira LaBruyere was celebrated for her patience and availability in supporting Key Personnel recruitment, and always being ready to help track down the right information and details.

Mike Akhbari and **Adam Jacobson** were commended for their proactive support, quick feedback, rapid responses.

Jacqui Soltero, Vergil Daughtery, Daniel Mirkovic, Joe Herbert, and Leonard Newman

were praised for their exceptional efforts in the GSA 54151HACS IHEM Oral Technical Evaluation.

Adam Sanfacon was thanked for his professionalism and attention to detail.

A customer sent their appreciation to **Henrik Janum** for his dedication and collaboration that have been instrumental in meeting goals and objectives successfully.

Brandon Kreiser was awarded Site Manager of the quarter.

Daniel Roca was named Swap Tech of the quarter.

A customer sent their gratitude to **Geraldine Bastien** for being a pleasure to work with.

Emmanuel Asigbetse and **Frehiwot Mike** were commended for their hard work.

Rebekah Renshaw, Brian Peck, and **Kiara Nelson** were recognized at the Xpect Solutions annual awards event.

Isaiah Archer was celebrated for his hard work, flexibility, and willingness to complete tasks regardless of the hurdles.

A customer thanked **Charles Johnson** for his constant exceptional performance, dedication, and hard work.

Sam Fisher and his **DLA team** were applauded for their exceptional support.

Darius Toppin was praised for his constant willingness to step in and help when the NOAA team needs coverage.

Joe Schaya was recognized for his outstanding effort and initiative.

A customer celebrated **Joey Sineath** for his outstanding job at resolving a shipment issue.

Benjamin Robinson was thanked for his continued efforts, excellent work ethic, and professionalism.

Don't forget to let your Quality team know about all the good things going on at TekSynap by submitting your Kudos via TekDollars on the ***Employee Portal*** or email feedback to Quality@TekSynap.com.

Help us recognize our employee contributions in the monthly Newsletter.



TekPets

losing Pip my precious 2.5-pound papillon, my heart dog, my 3 BFFs (Donna, Linda & Melissa) and I took a trip to NJ for Donna to pick up a new dog. There were two 2-year-old female papillons for her to choose from. I found comfort that on this day we were adding a new member to our circle. What I didn't know was that one of these girls was sent by Pip to steal my heart. And while this was never my plan, Donna (on the right) brought home Sabrina, and I brought home Ruby. In the center is our friend Rhonda, who graciously allowed us to all meet at her house (halfway point for us and the breeder) to spend time getting to know the dogs and with friends. It turned a day of loss (which I will still always feel) into a day of joy and wonderful memories.



-Patricia Moyles

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



Certification Corner

William Rodeffer

ECSE Troubleshooting
Certified Wireless Design Professional

Tajae Bennett

Cisco Certified Support Technician Cybersecurity

Raymond Kramer

Cisco Certified Support Technician Networking

Patricia Min

ITIL 4 Foundation in IT Service Management

Jimmy Grotemeyer

Check Point Certified Security Expert

Josephine McCombs

Cisco Certified Support Technician Networking

LeTonya Love

ITIL 4 Foundation in IT Service Management

Benjamin Williams

JNCIA-Junos

Autumn Roberto

AIRS Adv. Certified Internet Recruiter

Christopher Clark

ITIL4 Direct, Plan, & Improve

Allen Goddard

Juniper Network Certified Associate

Adam Salem

Cisco Certified Support Technician Networking

Jason Rodriguez

System Administrator ServiceNow



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

AFNCR

Data Center Manager
Information Systems Security Engineer

AFRL

Senior Client Support Technician

SDA

Sr. AV Technician
AV Systems Programmer

DLA WAN

Network Engineer

DLA VOC

VTC Administrator

CSfC

Network Engineer - Intermediate
Senior Network Engineer



System Engineer - Intermediate
Program Manager
Systems Engineer - Fort Shafter

LAN IRP

Campus Network Engineer

DLA ESD II

Computer Operator - Texarkana, TX

NOAA NMFS OHC

Power Platform Developer - Surge Support

DTRA

CSSP Lead - Fort Belvoir
Protect Analyst - Fort Belvoir
Detect Analyst - Fort Belvoir
Detect and Response Lead

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



Happy 5 Year Anniversary

Elisha Lee
Landon Foster
Christopher Witt

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

Anniversaries

Eight Years

Christopher Grant
Samuel Fisher

Seven Years

Jonathan Sarty
Cole Withers

Six Years

Aminebuah Bello
Michael Thomas

Welcome, New Employees!

Omar Flores
Arnaud Tako
Bradley Heath
Julian Shelton
Matinicus Creek
Stephen May
Wyat Sherman
Arthur Knisley
Lamaria Williams
Jason Rodriguez
Dylan Wells

Ashika Jamal
Jeffrey Mozo
Richele Latosinski
Patrick Burke

Five Years

Elisha Lee
Landon Foster
Christopher Witt

Four Years

Julian Ledford
Quintina Poole
Larry Crosson
Mathew Cook
Randall Powell
Mark Eubanks
Donald Long
Sara Sproul
Yadiel Valentin
Richard Morisset
Jason Garrett
Sean Henry
Kellen Blake
Paul Wojton
PM Ferguson

Three Years

Tricia MCarthy
Nathan Daines
Lorenzo Torralva
Lucal Narel
Walter Grabeklis III
Ryan Yadao
Hunter Vaught
Sharon Deakins
Lauryn Smith
Adam Jacobson
Mary Ehlers

Two Years

John Young
Anthony Helms
Brian Greene
Christopher Rodriguez Sandoval
Micheal Spears
Arthur Stern
Steven Diver
Robert Gordon Jr
Adriana Berrios
Traci Laatsch
Brian Koppel
Ronald Dombek
Chance Brown

Desmond Bentley
Natasha Pelham
David Parker
Rachel Burnup
Tajae Bennett
Timothy Dunson
Gerardo Paulette
Glenn Wallace
Conner Rich
Jennifer Outler
Tavarus Folston
Mark Morrison
Yusuf Wakil
Anthony Harding
Esther Hu
Jovana Castillo
Bryant Lynch
Johnny Suazo
Bryson Kern
Elijah Dechert
Marc Friedman
Patrick Davis
Nathan Boyer
William Ridenhour
William Dangilan
Taz Shaw
Andre Roth
Nicholas Schiavone
Nonvignon Oussou



Vergil Daughtery
Joseph Schaya
Geraldine Bastien

One Year

Jothnathon Neal
Sylvia Normore
Ahsan Hasnath
Terry Hasenauer
Blythe Calamari
Edward Weed
Timothy Lawson
Andrew Meek
Tia Woodley
Roy Patterson
Cordell Turner
Autumn Roberto
Tina Roy
Cedric Newbon
Shawn Anderson
Rebekah Renshaw
Leslie Field
Azzeddine Makhoukh
Coleman Bennett
Andrew Metcalf

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