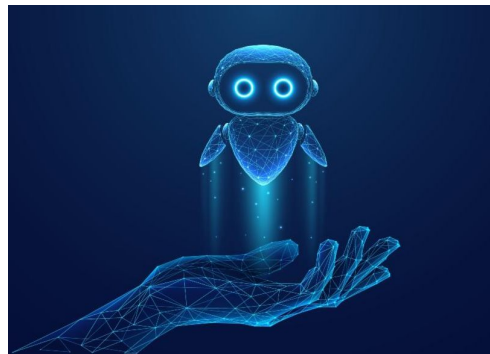


## Jump on the AI Bandwagon....Responsibly

Love it or hate it, AI is a powerful tool that can make our lives and jobs easier, if it's used responsibly.

One drawback of using AI to write a business email is lack of context or nuance. AI might not fully understand the subtle details of a specific business relationship, company culture, or the emotional tone required for the situation. As a result, the email could come across as too generic, overly formal, or even inappropriate—potentially damaging communication or missing the intended message.



When you're writing an email or paper, AI can help improve your grammar and spelling. It can make you sound more professional or more knowledgeable. It can also make you sound robotic or insincere. The results often *seem* impressive at first glance, but in reality, people don't speak like that. Always examine any AI output. Think about how you would say it, then write it in your own words.

For research, AI can be used to find information quickly. But it can also be wrong. AI might pull outdated information and has even been known to make up data. (Want an example? Ask your favorite AI what the seahorse emoji looks like.) Always take the time to check any results and verify all sources. Plus, if you don't define your search carefully, the results might be unusable. For instance, if you're looking for a product with specific features to recommend to a government agency, you must specifically tell it to only recommend products made in the US.

If you need help brainstorming ideas, organizing your workload, or estimating how much time it will take to complete a task, AI can do that. However, what is technically possible may not be logical. Can a human run a six-minute mile? Some can. But can they keep that pace up for 24 hours? Your own human experience is needed to sort out what can be done in theory versus reality, to keep you from over-promising to a customer.

AI can be a good starting point, but the end product should always be your own. By using AI responsibly, you can leverage the power of this technology without losing the human touch.

(Note: One of the paragraphs above is AI-generated. Can you pick it out?)

**Troy Walter, Vice President**

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## Enhancing Military Healthcare: Successful LAN/WLAN Upgrades

In September, I (**Renate Holt, PM**) had the opportunity to visit Guthrie Ambulatory Health Care Clinic in Fort Drum, NY, and Kenner Army Health Clinic at Fort Lee, VA, as part of our ongoing MTF LAN/WLAN Installation Upgrades contract. This initiative provides direct support to USAISEC-FDED and their mission to deliver turn-key engineering, equipment, installation, and testing of LAN/WLAN infrastructure to the Defense Health Agency (DHA) across U.S. Army and Air Force Base Medical Treatment Facilities (MTFs) in the United States and Germany.

The visits were a valuable opportunity to engage directly with local stakeholders, assess program progress and technical execution firsthand, and ensure continued alignment with our project goals. Between the two sites, we successfully installed 89 new Cat6 WLAN dual drops, 151 new Juniper switches, and 583 new access points across 94 Satellite Equipment Areas (SEAs). These upgrades provide our customer, DHA, with significantly faster network speeds through multi-gig LAN connectivity and a Wi-Fi 6 capable WLAN, enhancing both wired and wireless performance across their enterprise.



Back Row: **Renate Holt, Luther Canady, Kenny Null, Chris Mullens, Jason Garrett, Les Waller, Michael Benjamin**

Front Row: **Terrell Turner, Matt Dalton, Mark Chapman, Dennis Taylor, Beth Egbert, Glenn Atchley**



Back Row: **Renate Holt, Steven Shaddrix, Anthony Gavin, Albert Dolack, Carlos Welch, Melvin Martin,**  
Second Row: **Jordan Lee, Nathan Mendoza, Matt MacPherson, Ron Malloy, Jacob Allen, Glenn Atchley**  
Front: **Sarai Smith**

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# 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!

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**Caught in the Act**

**Maribel Benitez Trujilo** was thanked for her efforts and dedication during ITES NETCOM CSFC office move.

**Whitney Chavez** was commended for her outstanding work and leadership at the Manhattan IRP refresh.

A customer sent their appreciation to **Sara Thompson** for being an invaluable team member and always having a positive attitude.

**Jamal Armstrong** was thanked for being a shining example of what a “hungry for growth” employee looks like and for setting the bar for other TekSynap employees to follow.

**Nathan Cutler** was recognized for providing excellent customer service, maintaining inventory compliance, and being a great asset to the team.

A customer awarded **Charles Johnson** the Bulldog Award for his outstanding performance.

**Marquis Parker, Devonte Washington, Dennise Shally,** and **Gabriel Cashen** were praised for their hard work, exceptional professionalism, and dedication.

**Caleb Russian** led the Help Desk Resolution time category for September.

**Ian Coulter** led the First Call Resolutions in September.

A customer selected **Xiangyu Wang** as DTRA’s Employee of the Month for September.

**Greg Newland** was thanked for his hard work, efforts, and communication.

**David Mendoza** and **JJ Saenz** were commended for their incredible work as they ensured service was restored at a hospital as quickly as possible.

A customer sent kudos to **Josh Chandler, AJ Jahani, River Carson,** and **Tajae Bennet** for their professionalism, commitment to excellence, and teamwork.

**Jacob McCarty** was recognized for his excellent customer service, professionalism, and positive attitude.

**Rina Rivera** was the MVP in alerts for September.

A customer praised **Karl Findorff** for his efforts and professional approach to his daily work assignments.

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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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## CIA Memorial Foundation Dinner



On Thursday October 9th, TekSynap attended the CIA Officers Memorial Foundation Dinner at the McLean Hilton. We sponsored a table for 10 - the proceeds of which went to the Foundation. Established to protect the families of the brave officers who willingly accept the risks inherent in their jobs for the safety of our Nation, the Foundation honors the fallen and injured by providing individualized support to their children and spouses. Guest speakers included former CIA Directors, the current CIA director, and the Chairman of the Joint Chiefs of Staff. In addition, we were treated to guitar music by Skunk Baxter (former member of the Doobie Brothers). It was definitely a memorable event for all.

Representing TekSynap were, **Kam Jinnah, MJ Helveston, Julie Glaubach, Mark Sikorski, Mike DeLaFleur, Anthony Kuhn, Mark Morrison** and **Susan Case**. In addition, we had two of the recipients sitting at our table. This truly brought home the purpose of the event - the organization's motto says is best: ONE MISSION - ONE FAMILY.

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## TekSynap Shines at Fort Huachuca's October Community Events



Throughout October, TekSynap proudly participated in two exciting community events on Fort Huachuca, supporting the U.S. Army's Morale, Welfare, and Recreation (MWR) program. Our

team brought creativity, color, and community spirit to each event—making a memorable impact on attendees and highlighting TekSynap’s commitment to engagement and fun!

The month kicked off on October 4 with the Tacos, Tequila & Tunes event. Our booth featured a vibrant setup accented with festive Mexican décor, perfectly matching the event’s lively atmosphere.

Later in the month, on October 23–24, we returned to Sierra Vista, AZ, for a Haunted Hayride/Truck-or-Treat Halloween-themed display, complete with spooky touches including a friendly skeleton decked out in TekSynap swag! Both displays were bright, engaging, and designed to draw guests in for fun photo opportunities.

With more than 3,000 attendees across both events, TekSynap made a lasting impression on the Sierra Vista and Fort Huachuca communities. Guests not only learned more about who TekSynap is but also left with lasting memories (and plenty of photos!) from their visits to our booths.

A special thank you goes out to our TekSynap West Sierra Vista team **Lisa McCann, Shane Baker, Carlos Welch, Anna Enriquez,** and **Nicole Moncayo** for their hard work, enthusiasm, and teamwork in organizing and hosting these successful events!



Pictured (left to right): **Shane Baker, Julie Witt, Anna Enriquez, Nicole Moncayo**

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**TekPets**



Happy Halloween from **Peanut!**

**-Arielle Gick**

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

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## **TekSynap Travels**



Wow, 10 years with TekSynap (11 at the time of this post). Time flies by so fast.

In my opinion, this is one of the top perks TekSynap offers to their employees. Loyalty does go a long way here and now that I've reached my 10 years it was appropriate to take a great adventure outside of the USA to celebrate it. Kari and I took an 8-day

Viking River Cruise on the Rhine from Amsterdam, Holland to Basel, Switzerland with excursions at each stop. So many things to see and never enough time for all of them, so we started with arriving a couple days before the cruise to see Amsterdam and stayed a couple days in Basel at the end. Both such beautiful cities with so much history. Our cruise took us through four countries, The Netherlands, Germany, France, and Switzerland, with stops each day in Kinderjick (the Windmills), Cologne, Koblenz, Spier, Rudishiem, Strasbourg and Breisach.

The cruise thru the Middle Rhine was one I was waiting patiently for. We got to see so many beautiful small towns, most that were connected to many 700+ year old castles and ruins. I'm a bit of a history buff, especially military, so being surrounded by the history of the second World War that took place along many of our stops was an added bonus. In the end, we were very impressed with Viking Cruise Lines and would highly recommend one of their many river cruises they offer, especially if you wanna see Europe. Thank you TekSynap for this wonderful gift and I look forward to Year 15.



**-Lonny LeGrand**



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## **Tiff's Travel Tips - Japan Edition**

If you are looking to travel to Japan (with your TekSynap Anniversary Travel Award or otherwise), I have a few travel tips and recommendations for you.

Before you leave the country, make sure your Apple wallet (if you have iPhone) has all the connected cards you will be using. This makes using a Suica card and reloading it much easier.

You can use your Suica card at vending machines and convenience stores as well as the train stations and buses. If you do not have Yen before arriving, don't worry, you can stop by an ATM at a 7-11 to retrieve some cash along with yummy fresh made sandos and a pocari water. I also recommend downloading the Payke app so you can translate items you want to buy (I found this helpful for medication translations) and scheduling a wifi pocket to be delivered to your hotel or ready for pickup at the airport.



Need to get from Haneda to Tokyo? You could try to figure out the train station after a crazy 12+ hour flight or you can just grant yourself some luxury and take a taxi. Struggling with your suitcase in the train station is not a fun way to begin your adventure. I personally found the taxis to be cheaper than the Ubers in America. Also, be aware of the bumps on the ground in and outside of the station, they will mess up your suitcase's wheels. However, before you curse them, please know that they help the blind make their way to and through the station.

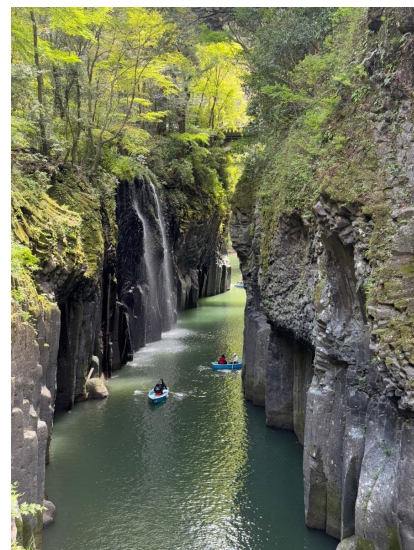


If you want a peaceful escape from the city, I highly recommend doing a ryokan stay at Sekizenkan Onsen in Shima for a 2 day retreat. A ryokan stay is a traditional Japanese inn that focuses on the cultural experience and has onsens (communal bath/hot springs). This is a great place to rest your sore and tired legs after walking 20,000-30,000 steps every day (with lots of stairs). You can take the train from [Tokyo Station to Shima](#), then hop on a bus directly from the final station to the hotel. The Shima

Onsen stop is the last one, followed by a short walk to the ryokan. Please note that as of April 2025, the hotel does not allow tattoos in their public onsens and their English is very limited. However, they offer stunning rooms with private onsens (pictured to the left) on a balcony which includes a delicious Omakase dinner.

Looking to explore the countryside of Japan?! Miyazaki is a beautiful area that has a scenic waterfall at Takachico Gorge and the famous Amano Iwato Shrine that is underground. Your easiest travel option is to stay in Fukuoka and book a day tour through Klook. You can fly or take the train from any major city to Fukuoka.

For my fellow card collectors, the Fukuoka Pokémon Center is usually less crowded than those in Tokyo or Kyoto so it is easier to score cards for a good price! You can purchase up to 5 boxes (around \$30 each with a guaranteed hit) and 10 packs for singles (about \$1.20 per pack) per day. I was able to purchase some even in the evening while in Tokyo and Kyoto, you need to arrive before they open and wait in line.



For the Matcha lovers, Maccha House in Shinjuku is delicious. Personally, I loved the regular Maccha Latte that they serve. If you are looking to buy some Matcha to take home, you will find plenty of every day Matcha tea powders in souvenir stores and even at some temples; the ceremonial grade teas tend to be in tea shops. If you are

on the hunt for a well known "fancy" brand like Yamamasa Koyamaen then you will need to be quick and go in the morning as soon as a tea shop opens (in Tokyo) or go to lesser travelled places *like this spot in Fukuoka*. Keep in mind, that each flavor of Matcha is different so you may want to look up what would suit your tastebuds best beforehand.

And my unpopular opinion, skip Don Quijote, especially the one in Shibuya! Many of the same products can be found elsewhere for similar prices, without the chaos. It's one of the most overstimulating stores I've ever been in, even with noise-cancelling headphones and mental preparation.

**-Tiffany Bean, HR Benefits Manager**

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## Certification Corner

### **Tajae Bennett**

Microsoft Certified Azure AI Fundamentals

### **Solomon Banks**

Certified Scrum Master

### **Scot Maciver**

Mist Wifi Certification

### **Ahmed Ibrahim**

Scrum Alliance Scrum Master

### **Sarai Smith**

BICSI Installer 2 Fiber

### **Ryan Wade**

Certified Scrum Master

### **Rina Rivera**

CompTIA Security+

### **Rachel Burnup**

ServiceNow Certified Application Developer

### **Phelan McQueen**

Certified Scrum Master

### **Jay Mistry**

Cisco Certified Specialist - Security Core

### **Harmeet Grewal**

AWS Solutions Architect Professional

### **Nmondey Miaka**

Certified Scrum Master

### **Fitzroy Browne**

Juniper JNCIA-Junos

**Edgard Hill**

Cisco Certified Network Professional Security  
CompTIA Security+ CE

**Nicholas Caldwell**

Certified Scrum Master

**Markus Clay**

AWS Solutions Architect Associate

**Lorenzo Torralva**

Scrum Alliance Scrum Master

**Lonny LeGrand**

Mist Location Certification



## 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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## Open Positions

**DTRA**

ISSE

CSSP Operations Manager

Cyber Detect Analyst

Cybersecurity Analyst (ABQ)

Senior Records Manager

Wireless Engineer

Junior Systems Administrator

Cyber Protect Analyst Lead

Information Systems Security Engineer

**NRC SNCC**

Compute and Storage Architect/SME

Security Engineer

Microsoft Power Platform Architect SME

**NRC Documentum**

System Engineer



## **VA NextGen**

Site Manager

## **AFNCR**

Data Center Manager

Information Systems Security Engineer

## **SDA**

Sr. AV Technician

AV Systems Programmer

## **DLA WAN**

Network Engineer

## **DHA MTF**

Network Technician

## **53RD WING**

Journeyman Computer User Support Specialist (Temp)

Senior Information Security Analyst

## **FBI NEMO**

Junior Network Engineer (Travel)

## **CSfC**

Network Engineer - Intermediate

Senior Network Engineer

Program Manager

Systems Engineer - Intermediate

## **JETS ESD III**

Computer Operator, Hill AFB

Computer Operator, New Cumberland, PA

## **DOI BSEE TIMS**

Sr. Software Engineer, Telework

Please email your referral resumes to [careers@teksynap.com](mailto:careers@teksynap.com) to receive up to \$2,000.


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## **Submitting Medical Claims to your Wex Health Savings Account (HSA)**

If you have paid out-of-pocket for qualified medical expenses, you can submit for reimbursement in your Wex account as soon as your HSA balance has accrued sufficient funds. There is no deadline for when you must submit the reimbursement, but you do need to have a detailed receipt.

The first employer contribution was deposited on 10/24/2025. Each additional contribution will follow TekSynap's regular pay schedule.

If you have any questions, please reach out to [HR@teksynap.com](mailto:HR@teksynap.com).



**FSA store**  
**Make the grade with your FSA!**  
Shop eligible products and keep your school year healthy and stress-free.

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I Want To:

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- [Send Payment](#)
- [Manage My Expenses](#)
- [Get Help](#)



## Happy 5 Year Anniversary

Jeffrey Talarico  
Alexander Libby  
Satyaveni Vaddavalli  
Christopher McKoy  
Patricia Moyles

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

### Anniversaries

#### Thirteen Years

Kellie Dorgan  
Antwan Glover

#### Eleven Years

Lonny LeGrand

#### Eight Years

Edward Stroebel  
Jennifer Neish-McMurdy  
Thomas Pollock

#### Seven Years

### Welcome, New Employees!

Anthony Henck  
John Bellamy  
Daniel Ramirez  
Michael Oduro  
Emmett Merwin  
Samuel Brown  
Mamdouh Ahmed  
Adla Dajani  
Andrew Bradley  
Adam Benmbarek  
Alex Kovacevic  
Joe Henry  
James Powell

Leonard Newman  
Mohammad Khan  
Neri Dominguez  
Christopher Ray

### **Six Years**

Ryan Fondren  
Daquante Martin  
Bryan Gaylord  
Brian Jenkins  
Thomas Seay  
William Schafer  
Nicholas Allen

### **Five Years**

Jeffrey Talarico  
Alexander Libby  
Satyaveni Vaddavalli  
Christopher McKoy  
Patricia Moyles

### **Four Years**

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

### **Three Years**

Clyde King  
Samuel Kim  
La-Ticea Martinez-Green  
Jeniffer James  
Matthew Hileman  
Michael DeLaFleur  
Bethany Gauldfeldt  
Anton Soloshenko  
Barry Turk  
Douglas Pike  
Ahmed Ibrahim  
Paige LaDuke  
Uthid Nanthavong  
Greta Swanson  
Kortney Allen  
Immanuel Allen

Malik Murray  
Gabriel Young  
Sheku Conteh  
Wendy Alvarado Rivera  
Alan Lynch  
Sean Carrick  
Clifton McFarlane  
Craig Cothorn  
Taylor Kaplan  
Michael Brattain  
Cody Williams



## **Two Years**

Lisa Bright  
Hannah Long  
Sadeddin Abu lebdeh  
Andrea Almendarez  
Kyle Fisher  
Bernard Flowers  
Darrell Nealy  
Jorge Rivera  
Ernest Briggs  
Kevin Fludd  
Danielle Broussard  
Laurie Mathurin  
Jeremy Riester  
Michael Samuels  
Alberto Gomez  
Ira Leitner  
Jason Pringle  
Steven Whiteside  
Devon Fleetwood

## **One Year**

Julie Tacha  
Lakshman Krishnaiyer  
Marta Khomchanka  
Joshua Jindra  
Farquema Siryon  
Raymond Kramer Jr  
Akbar Jahani  
Logan Badorf  
Brendan Manning  
Russell King  
John Lindauer  
Victor Zhang  
Joshua Chandler  
Richard Hunt  
Stephen Lichvar  
Harry Akinyemi  
Sarah Keiper  
Bryce Metzler  
Travis Grandison  
William Rockett  
Praveen Sehgal  
Christian Floyd  
Adam Finsel  
Devon van Rossum  
Kendoni Brown  
Robert Nunn  
Brandon Campbell  
Kristen Wilkerson  
Joshua Covington  
William Grotemeyer  
Ravindranath Pasapula

Andrew Erickson

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