



THOUGHTS

Newsletter Issue No. 17

August 2017

Going Above and Beyond for our Customers

Among industry providers of information technology services to the federal government, Synapttek stands out for the quality of our employees, commitment to serve as mission partners to our customers, ability to innovate, and willingness to go above and beyond. Those are not just words to us but an embedded ethic and solution-oriented performance philosophy. I think one of our customers summed it up best when he wrote this in our evaluation: *"When asked what the art of the possible was, Synapttek responded with efficient and technologically advanced solutions."*

While all of our customers may not ask for our help quite so poetically, they do ask us how to solve their problems, overcome their challenges, and deliver better and more efficient IT services to their end user communities. Going above and beyond means we take the time to assess, research, evaluate alternatives, and recommend solutions. In short, we provide the answers they need. Here's how Synapttek's Proposal Center can help you do that.

1. We can take the information you provide about your customer's need and engage SME support including our OEM partner representatives to evaluate and analyze alternatives and identify candidate solutions.
2. We develop presentation materials, white papers, analyses, and technology briefings for delivery to your customers. This helps them decide how to allocate their IT budgets and understand the options available to implement their service strategy and strategic roadmap.
3. We can coordinate face-to-face technology briefing sessions for our SMEs to present potential solutions to your customer

In This Issue

[Going Above and Beyond](#)
[Employee of the Quarter](#)
[Q2 Objectives](#)
[Open Enrollment](#)
[Employee Kudos](#)
[Synapttek Careers](#)

Kudos

GDIT recognized 2 Synapttek employees with Awards of Excellence in Character Quality . Congratulations to Andrew Wire for providing services with integrity and Andrew Sinclair for providing services with respect.



If you have someone you would like to thank or recognize, email your message to news@synapttekcorp.com

Save the Date
Synapttek Holiday Party
December 16

stakeholders, focused on their specific areas of interest and concern and aligned to their budgets and strategic plans. These can be scheduled to occur quarterly, bi-annually, and ad hoc based on your customers' desires.

These forward-thinking activities enable your customers to forecast and budget in line with their own needs and priorities, as well as with their planned refresh cycles. They may contract with us to deploy a network or system, or to deliver day-to-day operational support for their IT enterprise, but we don't stop there. As a mission partner, we serve as a trusted advisor, helping them to navigate the technology landscape and maximize the value obtained from their IT investments. It's a big role, a critical role. It begins with you, but you're not alone. Your Proposal Center is here to help you and our customers to exceed their expectations.

Julie Ennis



Join us for a casino themed Holiday Event! Be sure to check your Synaptex e-mail for new updates.

**REFER
YOUR FRIENDS.
GET
REWARDED.**

Employee of the Quarter Richard Shumway



Synaptex would like to recognize Richard Shumway, Telecommunications Network Engineer supporting the Defense Logistics Agency (DLA), as the Employee of the 2nd Quarter 2017.

We frequently get comments from Richard's J6 COTR complimenting his work. The COTR shares "I can't emphasize enough how great a job Richard has been doing for us here at DLA." He recently changed his shift to 10PM to 6AM for a week in order to support the Cisco JELA survey request. He coordinated the effort

DOI New Orleans

- Java Developer
- Jr. Java Developer
- Senior Java Developer
- Staff Java Developer
- Principal Java Engineer
- Oracle Admin/DBA
- Software Architect

Navy Driftwood, Mississippi

- Applications System Programmer
- Sr. Applications System Programmer

DLA

- Network Engineer - Norfolk, VA
- Network Engineer - Richmond, VA
- Sr. Network Engineer - Richmond, VA
- Network Engineer - Warner Robins, GA
- Sr. Network Engineer - Oklahoma City, OK

ETM- Alexandria and Arlington, VA

- Enterprise Management
- Information Assurance Support
- Circuit Action Engineer
- Asset Management Engineer
- Logistics Analyst
- Inside Plant Engineer
- Outside Plant Engineer
- Voice Support and Network Manager

PFFPA- Falls Church, VA

- Senior Windows Administrator
- Help Desk Analyst-2nd Shift
- Operations Manager
- Mid Level Information Security Analyst
- Applications Administrator (Mid)
- Senior System Architect

and was onsite everyday helping as much as humanly possible. Beyond the work aspect, he is always making sure to do go above and beyond. He took it upon himself to provide the Cisco and maintenance staff with BBQ one night as a thank you for going out of their way to help out with the project. He also made sure to personally email the staff and supervisors to thank them for their support. Robert Davis, COTR, says "It's work and actions like this that make J6 shine with our customer so for that I wanted to say thank you to both him and Synaptex."

You may also remember the great work Richard and Dustin Kramer contributed during the January 2017 tornado (shared in the February 2017 Synaptex newsletter). He was commended: "The team spent long hours each day climbing on roofs and in between rafters, pulling cabling and configuring equipment to quickly restore full connectivity back to the site. Along the way, they had to deal with no lights, no heat, and debris scattered across the base. Within a week's time, the site was back in an operational state, in spite of the storm damage." It is this type of commitment (which goes well beyond what is expected) and leadership that we all strive towards as Synaptex employees.

Richard's efforts has helped solidify Synaptex's reputation within DLA. His contributions assisted immensely in the awarding of the JETS IDIQ contract. We are proud to award Richard with the Employee of the Quarter for his leadership, dedication, and initiative.

Q2 Objective Results

Synaptex Program Operations held its Q2 Management Review Meeting at the end of July. We addressed objectives and the Quality and IT Management Systems. Key points of discussion included upcoming certification audits (ISO 9001:2015 and NIST) and timecard compliance. Please see the attached [PDF](#) for more information and email ISO@synaptexcorp.com with any feedback or questions

Open Enrollment Reminder

If you're thinking about a change to your health care benefits please be aware that open enrollment begins in September. Be sure to check your Synaptex e-mail for forthcoming updates.

NATIONS

Junior Field Engineer - National Benefit Center - Lee's Summit, MO
Senior Field Engineer - SCA - Houston, TX
Field Engineer - San Fernando, CA

Please email your referral resumes to:

careers@synaptexcorp.com
or visit [Synaptex Careers](#).

5 Year Anniversary

We would like to congratulate Anita Isaac and Chris Marchese for 5 years with Synaptex!



Employee Anniversaries

6 Years

Mitch Falk,
Dicken Tsoi

5 Years

Anita Isaac
Chris Marchese

4 Years

Rob Kennett
Darrin Snyder

3 Years

Froilan Aquino
Krishna Beck
David Dougherty

Leon Faircloth
Temesghen Samuel

Darian Jinnah

Joseph Li

2 Years

Alex Malave

1 Year



We want to hear from you!

Send us your news – babies, weddings, pets, trips and vacations, graduations, kudos to coworkers...

Send all submissions to
news@synaptekcorp.com



Adam Cruea
Chris Fleming
Oz Jones
Jay Murphy
Carolyn O'Connor
Peng Sun

Welcome!

Jim Brown, DLA Jets
Damien Gibson, DLA Jets
Ryan Hagan, DLA Jets
Mary Jones, FBI
David MacDonald, DLA Jets
Tom Murphy, DLA Jets
Zachary Walker, FBI



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and info!**

