



THOUGHTS

Newsletter Issue No. 36

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Attitudes for Success

By almost any measure TekSynap is a successful small business. We have customers that have consistently turned to us to support their most complex missions.

Customers that also honor us by providing "Outstanding" and "Excellent" rating on past performance assessments that have enabled us to grow as a company and continue to provide opportunities to TekSynap employees for personal career growth. I'll be the first to admit that good fortune and good luck played a role in our success. Each accomplishment required many stars to align, however, it is not all happenstance. I think TekSynap, through its leadership, encourages and rewards a culture that invites success. There is a reason why the Defense Logistics Agency customer has awarded so many tasks to TekSynap on the multi-award DLA JETS contract. These "attitudes", represented by each member of the staff, is what makes our company what it is today and what it can become in the future.



At TekSynap "put the customer first" is not just a glib saying for a marketing slick. It is how we make decisions. There is a heartfelt belief that if we always take care of the customer and make them successful in their mission, we as a company will succeed. This means always doing the right thing and having unmatched transparency. If we have an issue or make a mistake, we own it and make it right. It's not always easy and requires taking a long view. There are many instances in this world where those that take short cuts seemed to be rewarded (our entire NDU staff knows what I mean). That is not our path - as an old commercial for the investment firm Smith Barney (now part of Morgan Stanley) use to say "We make money the old-fashioned way. We earn it." As we work hard to earn our place supporting our customers' mission by making their priorities, our priority, we earn their trust.

We succeed where others fail. We work in complex environments where there are always barriers to success. It is important to realize that "showing it is not your fault" is not the same as success. Our goal is mission success, our responsibility is to identify, and, with the customers assistance, to overcome roadblocks. It is attention to the hundreds of small details that make a technology deployment or an operation support organization - a success. I am proud of our collective reputation for being the company that can get things done. Our staff is known for living where the "rubber meets the road" - we get things done and achieve mission success. Our Veterans Affairs customer has gone as far as saying - "there is no one else that can do the tasks we do, the way we do it." It is your hard work that has earned us that leadership reputation.

We work independently and reduce the need for micro management by the customer. Jean-Luc Picard from Star Trek Next Generation famously had the catch phrase "Make it so". He could give a directive and then have confidence that tasks were being carried out by the crew. In munitions terms we want to be "fire-and-forget". There is nothing that builds confidence faster than showing a customer unexpected progress on tasks assigned at conceptual level. They may fine tune and provide minor course correction - but the fact that we put a framework in place and enabled progress differentiates us from our competition. I want each staff member to take the initiative - to lean forward. Work with your manager to hit the right tone - be just north of bold and just south of brash. The transitions at both Defense Threat Reduction Agency and Nuclear Regulatory Commission contracts come to mind -

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Kudos

Derek Murphy received recognition for quickly and efficiently diagnosing and creating a no cost solution on a critical communications outage within the 377th Security Forces Squadron headquarters.

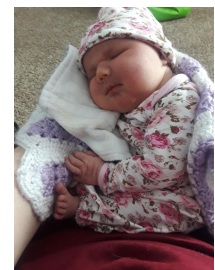


Sustainment Services Flight at Kirtland AFB "raved" about the outstanding customer support provided by **Adelina Ramirez** and **Chris Chall**.

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

Congratulations!

On 17 February 2019, Levi Bickel (Shriever AFB) and his wife Miranda Bickel welcomed a new baby girl. Clair Joy was born 10 lbs 6 oz and 22.5 inches long.



both contracts transitioned seamlessly due to the framework and precision planning of our program leadership resulting in positive feedback from our customer.

When I was a just starting out, I had a manager come to me and say "It's fine that you think you are a hotshot engineer" (which I did) "and 95% of the time you can be just like everybody else, but in that other 5% - you better @#%*! be brilliant". To paraphrase my previous manager If we want to believe that we are different than our competitors we need to rise to the challenge during those 5%. As a company we will go the extra mile. As individuals you must as well. Our reputation is for doing what it takes to enable success depends on it.

As I go to each program and talk to our customers and our site managers - I learn something new each time. I am always amazed by and appreciative of the accomplishments of our staff and the high regard in which the company is held. At the program level we have these "attitudes for success". I want to challenge each of you to leverage every tool at your disposal to provide unmatched services to our customers. Work with members of your team to raise the collective performance. Continue to challenge each other to improve. Collectively we have built something special - and I am excited by the promise of what is ahead.

--David Gauldfeldt

New Benny Cards

If you are signed up for Anthem medical benefits please note that Anthem has started sending out new benefit cards with a new prescription code on them. You should receive your new insurance cards no later than March 29th. The Anthem coverage will remain the same, it is just the prescription code number that has changed. Please use the new prescription code going forward.

Additionally, the merger between 125 Company and Benefit Strategies will be in effect soon. Employees signed up for either Anthem insurance or FSA contributions should expect to see new Benny Cards arriving in the mail. Please reach out to HR@teksynap.com if you have any questions about the new Anthem or Benny Cards.



Security

Adverse information is the information that negatively reflects on the integrity or character of a cleared employee. It is your responsibility to submit adverse information if you believe an employee's ability to safeguard classified information may be impaired or his/her access to classified information may not be in the best interest of national security.

- Allegiance to the United States
- Foreign influence
- Foreign preference
- Sexual behavior
- Personal conduct
- Financial considerations
- Alcohol consumption
- Drug involvement
- Emotional, mental, personality disorders
- Criminal conduct
- Security violations
- Misuse of information technology systems



If you observe a change in, or suspicion, in any of these categories, contact your FSO immediately at Security@teksynap.com or Kaitlyn.Eber@teksynap.com.

Employee Anniversaries

5 Years

Jim Trippett



REFER A FRIEND

AND BE REWARDED



DLA - JETS

Virtual Platform Administrator - Tracy, CA
Senior Network Engineer - Dayton, OH
Senior Network Engineer - New Cumberland, PA

DTRA

Junior Splunk Engineer - Fort Belvoir, VA
- Fort Belvoir, VA
Senior SQL Database Developer - Fort Belvoir, VA

AFNCR

EMC Storage Subject Matter Expert - Joint Base Andrews, MD
SolarWinds Subject Matter Expert - Joint Base Anacostia-Bolling, DC
Helpdesk Specialist - Joint Base Andrews, MD
Cybersecurity Engineer - Joint Base Andrews, MD
Sr Cisco Networking Specialist WAN/LAN - Joint Base Andrews, MD

NRC-SNCC (Rockville, MD)

Project Scheduler SME
Security Specialist

JSP

AV/VTC Junior (Secret Clearance), Arlington, VA
Software Engineer (Java), Arlington, VA
Sr. Software Engineer (Java), Arlington, VA

Please email your referral

resumes to:

careers@teksynap.com

or visit [TekSynap Careers](https://www.teksynap.com/careers)



Did you know that you can make updates to personal information in ADP? We've also created a custom field to assist with ordering company apparel. Go to Myself>My Information>Personal>View More and ensure your information is complete and accurate. Email HR@teksynap.com if you have any questions or require assistance.

We want to hear from you!

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

Send all submissions to the [Newsletter team](#).

Deann James
Brandon Groenert

3 Years

Alex Peake

1 Year

Curtis Deemer
Derek Stein
Marc Wills
Matthew Goad
Steve Sandum
Steven Platte
Rolando Concepcion
Jordan Singmore
Matthew Davis
Michael Noonan
Don Stewart
Trey Lesslie
Christopher Garrison
Jose Saenz
Matthew Stroud
Spencer Ellingsen
David Lopez
Richard Krauss
Christopher Chall
Adelina Ramirez
David Mendoza
Jocelynn Arreola
Derek Murphy
Marcus Campbell
Danielle Sansone
Timothy Bailey

Welcome New Employees!

Thomas Mejia, NRC
John Kayastha, NRC
Andrew Hughes, NRC

Russell Adams, NRC
Fraser Novaco, NRC
Jaime Marquez, NRC
Lorenzo Small, NRC
Scott Morris, NRC
Willie McKoy, NRC
Pierre Bowery, NRC
Sarah Law, NRC
Marquette Rogers, NRC
Aaron Margerum, NRC
Addisu Meaza, NRC
James Shilling, NRC
Jason Hilton, NRC
Jovan Dennis, NRC
Wei Li, NRC
Faithlyn Johnson-Dutch, NRC
Thomas Drake, NRC
James Greenland, NRC
Noureddine Benahmed, NRC
Michael Azmoudeh, NRC
Nicholas Soune, NRC
Robert Parker, NRC
Tina Kieffer, NRC
Albania Bonilla-Omicil, NRC
Julie Dean, HQ
Sheryl Milliken, ITES 3S
Austin Smith, DLA JETS



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