



THOUGHTS

Newsletter Issue No. 45

December 2019



Continuous Improvement: How can we become a better employer?

TekSynap had another strong growth year. We successfully won new contracts and moved programs that we started in 2018 into steady state successful performance. We grew our workforce and improved our benefits while controlling the cost to employees. We expanded our education offering to include more than 1,000 courses offered online by SkillSoft/Percipio. We held inaugural classes for our internal leadership (PM training) and offered an in-house PMP bootcamp that has resulted in many of our managers getting their PMP certifications. It has been a strong year for the company...

But we can do better. TekSynap has invested heavily in our Quality Processes. We are externally assessed for ISO 9001 (Quality), ISO 27000 (Security), ISO 20000 (IT Service Management), CMMI for Services Level 3 and CMMI for Development Level 3.

A fundamental tenant of all these quality systems is the concept of continuous process improvement (CPI). TekSynap's most important asset is our direct customer facing workforce. It is our job as a company to provide the environment that helps you be your best at the workplace. I want TekSynap to be the best company for which you have ever worked, so I need your feedback on what we can do better. How can we improve?

There will be reality constraints and things beyond our control. We can't afford unlimited leave or 30 hour work weeks, but let's get ideas flowing. What would improve your experience as a TekSynap employee?

Please send your ideas to Quality@TekSynap.com.

I can't promise that they will all be implemented; but, they will all be read and considered. I'm hoping that we will find some low hanging fruit - quick fixes and set in motion some longer-term efforts for improving.

I look forward to receiving your input. Thank you for making TekSynap a great company today and an even better company tomorrow!

-Dave Gauldfeldt

TekSynap Attends DTRA Gala

Key personnel of the DTRA Team attended the DTRA Gala on December 6th. TekSynap represented ~40% of the IT Directorate in attendance, a fact that was not missed by DTRA Acting CIO. Pictured from left to right: Jeff Beyer, Darrel Mikoski, Sam Tinsley, Sarah Keiper, Fred Taylor, Darrin Snyder, Crystal Bannister, Warren McQueen, Will Smith, Andrea Foreman, Ben Lee, Dwayne Foreman.



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KUDOS

Mary Alice Hancock, DENIX, is now a Certified Scrum Master! Congratulations on this huge accomplishment.



Anthony Erwin who recently joined the DTRA Infrastructure Team, was recognized for establishing customer access to Secure High Performance Computing resources.

DLA Columbus recently applauded **Nichole Carter** for going above and beyond to support the customer, even outside of her work hours.

Sean Pigford was recognized for his professional and composed support to a high visibility VTC. His performance under pressure "made us look real good".

Patrick Brady, one of our UNISYS subs at NRC, SNCC received praise for our team as part of recent problem resolution efforts that took over a week, including weekends.

Congratulations to **Chris Paulson** at DTRA for "exceeding the customers' expectations" while working on the Cybersecurity, User Education and Awareness Campaign.

Cindy Shawd "saved the day" at DLA AV/VTC this December.

If you have someone you would like to thank or recognize, email your message to the

news@teksynap.com.

Baby Girl!



Congratulations to **Austin Burenneide**, Tinker AFB, who welcomed his 4th child, baby Maizy Raine on November 7th, 2019. Maizy was 7 pounds and 18.5 inches long.



2018-2019 HRA/FSA Funds

December 30th is the last day for employees to submit HRA and FSA claims for the 2018-2019 benefit year (October 2018 through September 2019). If you have any in-network medical bills through Anthem, go to the [BenStrat website](#) and submit a manual claim.

- If you have any issues or questions regarding the claim process, please use the chat feature on the BenStrat website front page.
- If you have any unused FSA funds from the 2018-2019 benefit year (October 2018 through September 2019), you must submit claims through the BenStrat website. You will not be able to submit claims for the 2018-2019 benefit year after December 30th.



DLA EWASS

IT Support Specialist - Dayton, OH - Philadelphia, PA - Tracy, CA

DLA EVoIP

Network Engineer - Springfield, VA

DLA DPAS

Sr Software Developer, New Cumberland, PA
Software Developer, New Cumberland, PA

Wireless

Core Network Engineer (2)
Jr Core Network Engineer
Sr Core Network Engineer

NRC-SNCC (Rockville, MD)

Data Center Enterprise Monitoring Engineer
ICAM Subject Matter Expert II
Jr Disaster Recovery Specialist
Sr Security Engineer - SME II
SR VMware/Citrix System Administrator

Please email your referral resumes to:

careers@teksynap.com
or visit [TekSynap Careers](#)

Battle Creek and Columbus Holiday Parties



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](#).



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Holiday Hoaxes

The holiday season is prime time for family, busy calendars and the dessert buffet! It's also the perfect time

for scammer to swoop in and steal your identity.
Keep an eye out for these sneaky scams, shared by the FBI [here](#).

Online Shopping Scams:

- Scammers often offer too-good-to-be-true deals via phishing emails or advertisements. Such schemes may offer brand-name merchandise at extremely low prices or offer gift cards as an incentive. Other sites may offer products at a great price, but the products being sold are not the same as the products advertised.
- Consumers should steer clear of untrustworthy sites or ads offering items at unrealistic discounts or with special coupons. They may pay for an item and give away personal information and credit card details then receive nothing in return except a compromised identity.

Social Media Scams:

- Consumers should beware of posts on social media sites that appear to offer vouchers or gift cards. Some may appear as holiday promotions or contests. Others may appear to be from known friends who have shared the link. Often, these scams lead consumers to participate in an online survey that is designed to steal personal information.
- Consumers should not post pictures of event tickets on social media sites. Fraudsters can create a ticket using the barcode obtained from the photo and resell the ticket. Consumers should protect ticket barcodes as they would credit card numbers.

Smartphone App Scams:

- Some mobile apps, often disguised as games and offered for free, are designed to steal personal information. Before downloading an app from an unknown source, consumers should research the company selling it or giving it away and look online for third-party reviews of the product.

The TekSynap Security team is always available at security@teksynap.com.



Richmond Braves Baseball

TekSynap has sponsored the Richmond Braves. Seen pictured below is the team and Madden Concepcion, son of [Roland Concepcion, DLA](#).







Employee Anniversaries

11 Years

Kamran Jinnah

7 Years

Thomas Wulff

2 Years

Jonathan Lee
Ryan Hagan
John Delossantos

1 Year

TeShayla Pierce
Steven Thomson
William Anderson
Charles Jones
James Baldrighi
Mercedes Mason
Tuyen Le
Ryan Leland
Adam Thomas

Welcome New Employees!

Mark Sikorski, HQ
Chris Hartley, USPTO
Omar Contreras, DTRA
Randall Garber, DLA ESD
Trey Hicks, DLA ESD
Rocco Schultheis, Kirtland AFB C4
Cornell Williams, DTRA
Kevin Bunn, DTRA
Wayne Chan, NRC SNCC
David Stephens, DLA JETS
Alexander Hentges, DLA ESD
Chris Gibson, DLA ESD
Tiera Smith, AFNCR
Tiffany Bean, HQ
Sunia Williams, DTRA
Robert Woodard, DLA JETS



