



Newsletter Issue No. 62

May 2021

The Seasons in Life

For everything, there is a season and a time for every purpose under Heaven (Ecclesiastes 3:1). Over the last 25+ years I have been blessed to experience many seasons of opportunity that have led to my growth and focus on priorities of God first, Family second, and dedication of doing everything I do with a passion and desire to leave nothing on the table. In joining TekSynap a year ago, I have found an extended “family” that shares much of that passion and I am truly enjoying the relationships and growth.

I grew up on a farm in Western Kansas and in high school, I thought I was going to be a doctor, so I got my EMT certification, became part of the volunteer Fire department, and worked as a nurse aide on nights and weekends in my little town in Western Kansas. I focused hard on getting scholarships and ended up getting an Air Force scholarship that paid for the majority of my schooling – in Computer Science! While it was a disappointment that I did not go into the medical field, that season of life taught me so much about caring for people.



I met my beautiful wife, Ladonna, in college and we were married in May 1997...she has weathered many seasons with me and we enjoy spending time with our 4 children – Elliana, Janae, Kayla, and Nate, ages 11-15. My wife put her Occupational Therapy career on hold to focus on teaching and raising our children and it is awesome to now be working from home to be an even greater part of their lives. We have a little farm with sheep, horses, chickens, cats, and dogs. We are in lambing season right now and the picture is of me holding a 1-week old ewe lamb. Working around my little farm and garden gets me out of the house, away from the computer screen, and is a huge stress relief.

I was commissioned into the Air Force in May 1998, began my career as a Cyber Operations Officer and enjoyed multiple assignments in a wide variety of leadership positions as well as the opportunity to earn my Master’s Degree in Software Engineering and Network Security from the Air Force Institute of Technology. In 2007, I had a sudden change in season and made the decision to leave Active Duty and enter the Government Contractor world as an Account Manager for Apptis (now Ironbow) while continuing my Air Force career in the Reserves. In 2008, I received a call from a Colonel in the Air National Guard asking if I would be willing to take a position leading the Air Force Network Operations and Security Center in Wichita, Kansas. I agreed and enjoyed that season being part of Cyber Operations operating

over half of the Air Force network and being a part in standing up AF Cyber Command.

Then, in a sudden season change in 2013, I left the military and became a missionary for a couple of years with my family at a ministry for abused and trafficked women and children – wow, while rewarding, it was extremely sad to see how many need our help. My family then moved to Michigan and I had the opportunity to be a Vice President at a company that helped people with disabilities and wounded warriors. I was responsible for the IT and Operations for the DLA Enterprise Service Desk for 5 years, which is where I met Kam. It did not take long to see that TekSynap's focus on people and mission was exactly the kind of organization I wanted to be a part of, so when an opportunity came up to join TekSynap and lead the effort to develop the ITES program I jumped at the opportunity. It has been a crazy busy and rewarding year and I have been blessed to meet so many people across TekSynap that are focused on Kam and David's vision of taking care of people, so the people can take care of the mission. As TekSynap continues to grow and change through the seasons I am excited to be part of the journey with each and every one of you.

-Jason Ballah



Caught in the Act

The ESD management team would like to recognize **Cody Campbell** and **Steven Howard** for going above and beyond to solve their problem.

Charles Nesbitt was acknowledged by DTRA user saying commending him for doing a great job.

Cornell Williams was acknowledged by several DTRA users for his prompt and expedient service.

Arland (Marty) Smith was acknowledged by a DTRA user for “my issue was resolved promptly, and the team in the office were pleasant and cheerful.”

Tim Clarke was acknowledged by a DTRA user for saying “Great response and issue resolution by Tim.”

Mike Thurston was acknowledged by DTRA user saying “You're sensational, as usual.”

Marc Loman was acknowledged by several DTRA users for his prompt and expedient service saying “provided step by step guidance, and followed up to make sure everything was working.”

Kay Stephens was acknowledged by a DTRA user for “the best IT support I've experienced in 16 years on active duty (Air Force). Kay is awesome, friendly, positive attitude, professional, and highly competent.”

Antonio Rivera-Thomas was acknowledged by a DTRA user for saying “Antonio is tops at

providing the solution and following up like a bulldog.”

Matt Davies would like to recognize **Jacqui Soltero** for her hard work and dedication. She has helped TekSynap receive the award of two new Professional Service Special Item Numbers.

A Leidos PM would like to give kudos to **Lisa Crouse** for the great support she provided the DLA customer and her team.

Julie Ennis would like to recognize **Leonard Newman** for his diligence and efforts contributed to the TOTS migrations.

Christine Schemmel and **Kalahari Valentine** have received recognition from Stone Baggiano for their assistance with the JETS team.

Toni Fisher sends her appreciation to **Adam Thomas** for his great support at HQ.

Ruben Hormostay has received kudos from Josephine Fleming and Stone Baggiano for his support and guidance with their team.

Leonard Newman would like to thank **Matt Roger** for his efficiency and multi-tasking skills.

The DTRA customer would like to thank **Kathy Lincoln** for assisting with a critical fix.

Alex Boston would like to recognize **Landon Foster** since he will be representing TekSynap at this year’s Mobility Field Day Event. He is considered one of the best in the Wireless field due to his expertise, experience, and reputation.

Steven Yingst received kudos from the DLA customer for his efficiency and quickness in solving an issue.

FEDERAL TIMECARD COMPLIANCE

TekSynap employees should complete their timesheets daily, at the end of each workday.

You will receive email reminders to save the timesheet at 5 pm EST the day of and 8 am the following business day.



If you do not complete your timesheet by 10:30 am the following day then you are non-compliant, and your supervisor and Corporate Controller will be notified.

Repeated delinquent timesheets may result in your paycheck being delayed, receipt of a manual paycheck, and/or disciplinary action for the involved employee.

MyCigna Account

If you are enrolled in our Cigna Medical insurance then we recommend that you create an account with Cigna. To learn how to register, [click here](#). On MyCigna, you can have access to virtual medical cards for yourself and your enrolled family members. It also

allows you to check your HRA account and coverage. If you have any questions, you can chat with Cigna team members about your coverage and claims. You can also take MyCigna with you on your phone! Just download the app to your Apple or Android device. The MyCigna app features a Price a Medication tool which allows members to easily look up medications and compare prices before they get to a pharmacy, [click here to watch the video](#).



From programs that help improve your health to tools that help manage your health spending, there's so much you can do on myCigna.com or the myCigna® app.



Find in-network doctors, hospitals and medical services



Manage and track claims



See cost estimates for medical procedures



Compare quality of care information for doctors and hospitals



Access a variety of health and wellness tools and resources



TekPets

Meet Patricia Moyles' Sweet Papillons

Those of us who own papillons call them the potato chip dogs because you can't have just one! And I have two.

Pip is my 6 year old (very) little boy. Just 2 and a half pounds he was born prematurely and I like to think he fought so hard to survive, he didn't have any energy left to grow. When he was 9 months old we discovered he was born with a congenital condition that required major surgery to his neck (unrelated to his tiny size). He came through it with flying colors and is as happy and healthy as can be. He is a tiny boy with the spirit and heart of a lion! He is my shadow and is never more than a few inches from me. His favorite place to be is snuggled on my lap.

Willow is my 4 year old princess (in truth, she is such a tomboy!). She's an International Canine Kennel Club Intercontinental Platinum Champion of Honor and International Grand Champion of Honor. She is happiest chasing her ball and getting dirty

in the park. She's a sweet, gentle soul who adores her grandpa (my 86 year old Dad) and is often snuggled at his side keeping him company while I work.

-Patricia Moyles



Kamran Jinnah's New Puppy!



I am blessed to welcome my new puppy, Kimba into our family! Kimba is a six week old English Golden Retriever. Named after the animated character "Kimba the White Lion" for her

courageous and compassionate disposition. My wife Sharri surprised me with the most amazing fathers day gift this year. What an amazing gift! I look forward to many adventures with my new best friend.

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

Tiny Team TekSynap!

Kathy Lincoln, who supports the DTRA Service Desk in Albuquerque is a grandma. **Orion Van Lincoln** was born May 7, 2021.



It's May!

The start of springtime, increased sunshine, new blooms, and growing gardens. Spring always signifies an opportunity of rebirth, both external and personal.

This past year has been tough on all of us. Between sickness, limited to no time with family and so many unknowns, I am hopeful that this Spring will be a fresh start and a return to normalcy.

May is also Mental Health Awareness Month. If this past year has been hard for you, be comforted by the fact that you are not alone.

A few ideas for brightening your outlook:



- Take a walk outside,
- Call a family member or friend via FaceTime,
- Make an appointment with a therapist,
- Take a nap (my favorite!),
- Listen to a new podcast,
- Find a new hobby to enjoy.
-

For information and resources, visit the [*National Alliance on Mental Illness*](#).



TekSynap is Proud to Sponsor the Dentsville Youth Baseball League

They were one of the top 4 teams in the league playing in a tournament, out-team is “Mattress By Appointment (MBA) #3 Seed”, played “Amick Equipment #2 Seed” both teams played the week prior with MBA winning 12-6. The winner of this game would play for the Championship game against the #1 Seed. Both teams played a great game as the score went back and forth; they were tied 8-8 in the last inning when Amick was able to score the winning run and defeat MBA 9-8. Trevor (top left) pitched the entire game for MBA until the league maximum pitch count of 85 which required the coach to replace him, just before the winning run was scored.

The players, Amari #0 (bottom left), Junior #24 (top right), and Angel #18 (bottom right) each had three hits for MBA.

TekSynap AWS Virtual Training Event:

TekSynap would like to thank every employee who attended our Virtual Amazon Web Services (AWS) Cloud Practitioner Essentials 1-Day Bootcamp on May 5th 2021. Everyone who expressed interest and signed up attended the event(18

TekSynap employees from various contracts), which is rare according to the AWS instructors. Our goal this year is to get every employee that is interested AWS, certified in the area they're most interested in. In order to help achieve this goal we've worked closely with the AWS's training team, to create a training plan that guides you to each piece of training needed to pass their core certification exams.



Please take the time to review **BMS 7.10.1.1 TekSynap 2021 AWS Training Plan** to decide if you are interested in AWS certification. To access the training resources listed in the plan follow the instructions in **BMS 7.10.1 APN Partner Central Login and Training Access**. There are some URLs in the 2021 AWS Training Plan that link to TekSynap's Skillsoft account. If you do not have access to Skillsoft please follow the instructions **HERE** for access. If you are interested in AWS certification and would like to attend one of our virtual sessions in the future please complete the AWS Training Interest form below. If you have any questions please contact support@teksynap.com.

BMS 7.10.1 APN Partner Central Login and Training Access

BMS 7.10.1.1 TekSynap 2021 AWS Training Plan

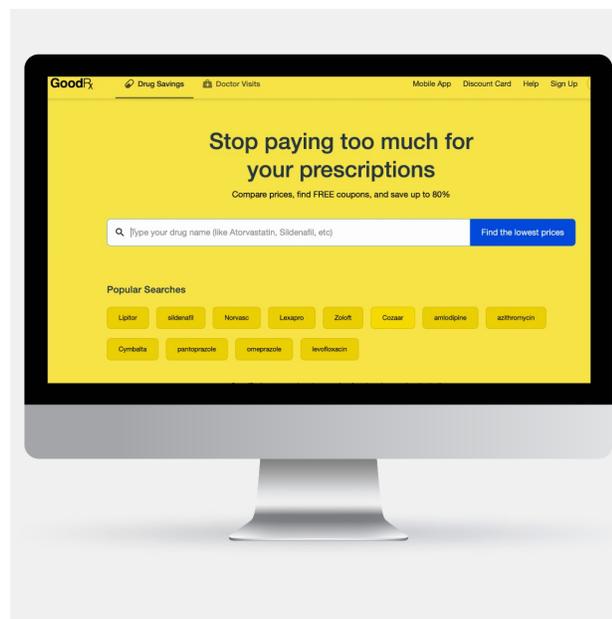
AWS Training Interest Form



A CHEAP LUNCH (or medication refill)

I'm sure we've all heard the expression "There's no such thing as a free lunch..." – but what about a deeply DISCOUNTED one?

Due to 15 titanium-rod fused and carbon fiber-caged vertebrae in my spine, 5 screws in my shoulder, and a transplanted knee, I require daily medication to control nerve pain. That medication is expensive (even with good insurance) – but the costs are better than the alternative.



About 8 months ago, when I was refilling my prescriptions and grumbling a bit about the price, my pharmacist leaned over the counter and whispered, "Look it up on **GoodRx.com**". I said "what ????" – to which she replied, "can I see your phone?" Well – I'm not in the habit of letting others use my iPhone, but I've known this pharmacist for years, so I unlocked my phone and handed it to her. She opened the browser, went to *GoodRx.com* entered the

medication name, dosage, and the number of tablets – and instantly saved me 81% over the “discounted” insurance price. That is right... medication that through our extremely good insurance costs \$115.31 a month, was suddenly \$21.95. The same bottle from the same pharmacy... for 81% LESS.

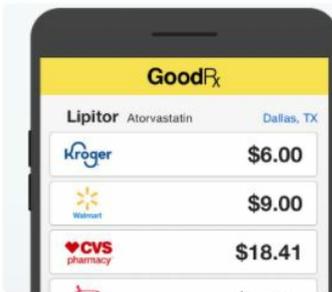
I honestly have NO idea how GoodRx works. There is no cost, no membership, no fees... nothing. You simply tell the app where you live, enter your medication name, dosage, and amount prescribed – and it comes back with discount codes for pharmacies in your area. You pick one, print the code (or have the app send it to your phone), show that code to the pharmacy you selected, and PAY LESS. There are even mobile apps for iPhone and Android. In the 8 months since I learned about GoodRx, I’ve saved exactly \$616.92 – and no longer grumble about the cost of my medication. My average savings is 72%, with a max savings of 81% and a minimum of 40% on any given medication.

Whether you need daily medications or only the occasional prescriptions, GoodRx works, and will stretch your dollars further. It is the next best thing to a free lunch you are likely to find!

- Joseph Walker

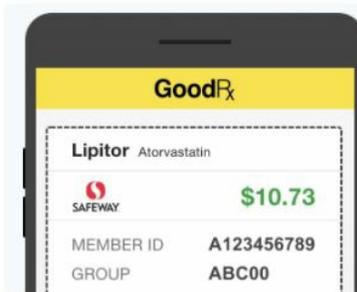
You can download the GoodRx app from the apple store or from google play.

How GoodRx Works



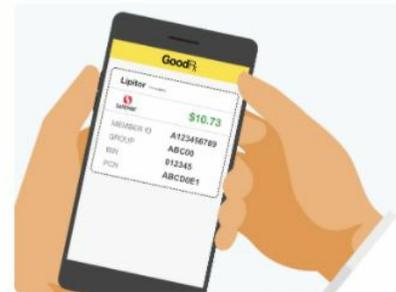
1. Compare Prices

Did you know drug prices vary? Use GoodRx to search current prices and discounts.



2. Get Free Coupons

GoodRx coupons will help you pay less than the cash price for your prescription.



3. Show To Your Pharmacist

It's easy - just bring your free coupon to the pharmacy when picking up your prescription.

Certification Corner

We encourage employees to use the Employee Learning Program (ELP) Benefit.

Click Here to access the form and submit to your manager for approval.

If you have received a new certification please add it to ADP and include an effective date

ADP > Myself > My Information > Profile
And email a copy to HR@teksynap.com



Updating your certifications in ADP will help us grow your career through advancement opportunities.

Open Positions

Please email your referral resumes to
careers@teksynap.com



Kirtland - Albuquerque, N.M

Client Support Technician
Client Support Technician II

DTRA - Fort Belvoir, VA

Systems Administrator
ISSE
SQL DBA

INSCOM - Fort Belvoir, VA

Splunk Analyst II

NGA - St Louis Missouri

Jr Helpdesk Specialist

NGA - Springfield, VA

Information Assurance Specialist

JETS Cybersecurity Technology Support - Columbus, OH

Cybersecurity Engineer – F5
Cybersecurity Engineer – McAfee
Cybersecurity Engineer – ForeScout

DLA (WAN) - Columbus, OH preferred, Dayton, OH, Ft. Belvoir, VA, New Cumberland, PA, Battle Creek, MI, Anniston, AL, Norfolk, VA, Warner Robins, GA, Tracy, CA, Oklahoma City, OK, Philadelphia, PA or Richmond, VA

Network Engineer 1st Shift and 3rd Shift

DLA Central LAN - Columbus, OH

Network Engineer

DOT EITSS – Washington, DC

IT Security Technical Writer (2)
Enterprise Operations Manager (2)
Endpoint Engineer

FDA IT BPA – Silver Spring, MD

Help Desk Analyst (2)

Senate ITSC – Washington, DC

Tier 3 Technical Support Engineer
System Consultant
Email Queue Coordinator
Service Delivery Coordinator
Sr SharePoint Developer/Admin
Installation Desktop Technician (MAC Specialist)

Wireless

Site Manager (4) – remote/travel
Jr Wireless Engineer – remote/travel

Referral Program

TekSynap offers \$3,000 for candidates that fill a cleared position and \$1,000 for non-cleared positions.



How to Spot Phishing Email Attempts

Cybersecurity threats – in particular, phishing emails – have become more prevalent. While the TekSynap IT department has many safeguards in place, staff have to pay more attention to cybersecurity threats themselves, if emails make it to inboxes.



5 Ways to Detect a Phishing Email:

1. The message is sent from a public email domain, pretending to be with TekSynap. Be aware of any domain outside of "@teksynap.com."
2. The domain name is misspelled.
3. The email is poorly written.
4. It includes suspicious attachments or links.
5. The message creates a sense of urgency.

Reporting Phishing Attempts

ALWAYS verify the EMAIL ADDRESS (not only the name of sender).

If you receive any phishing attempt, please forward it to Support@teksynap.com.



Anniversaries

Nine Years

Dicken Tsoi
Donald James

Seven Years

Warren McQueen

Five Years

Welcome, New Employees!



Darrel Mikoski

Four Years

Timothy Bobbitt

Three Years

Arian Arabshahi

Michelle Norris

Douglas Gray

Charles Nesbitt

Justin McBeth

Matthew Jewett

Drew Harper

Two Years

Ralph Egbert

William Updyke

Robert Harris

Bernard Crawford

Maurice Green

John Stanley

Michael Gallagher

Derek Watson

Jamel Swain

Melvin Scott

Michael Cox

One Year

Liam Carnes-Douglas

Elliott Cleveland

Dominic Toro

Daniel Kofi

David Stephens

Adam Heys

DaQuan Doggett

Fernando Dietrich

Jose Saenz

Marty Fields

Marissa Beale

Nikki Palmer

Branden Johnson

Stefani Mortillaro

Robert Cross-Price

Chuck Hatter

Christopher Lueder

Mark Miller

John Miller

Allyn Letourneau

McKinley Stephens

Jeriael Diaz

Chandler Robinson

Daniel Fuentes

Anthony Linan

Dillyan Abarca

Addison Agatucci

Admad Wahedi

Jarek Arellano

Jordan McAlpine

Caleb Rimato

Gabriel Bowden

Shanise Gunter

Allen Williams

Conner Bloxham

Christopher Horelly

Dewey Collins

Mark Cook

Akilah Rone

Drake Lower

