What Makes a Good Company?

A question that has many different answers. I remember attempting to answer this question during my MBA studies. It turns out that the question is much easier to ask than to answer.

Instead of writing another 10-page thesis – space is limited – I will focus on what sets TekSynap apart: *our employees*. So how do we find the right employees to come and stay with TekSynap? As a mentor told me a long time ago, "it's all about the personalities." This all comes down to recruiting, character, benefits, trust, and culture.

Recruiting & Character

TekSynap needs people to compete and work on contracts. In order to do that, we must find people with the right technical skills, but they should also have a good mix of personalities. This obviously starts with recruiting; I have worked with recruiters for over 15 years and can say TekSynap recruiters are the best there are.

However, I would argue that the onus is not just on the recruiters, but also on every employee in TekSynap. Thanks to our referral bonus, employees can recommend and be rewarded for successfully referring a candidate to the company. Our employees have demonstrated that they have great judgment in who they refer. TekSynap's metrics show that referred candidates have a higher retention rate. The character of our employees shines even more with their referrals.

Robust Benefits

Many of our employees are just starting out in their IT careers and are making use of the Employee Learning Program. For many, the realization of how good the benefits are comes after working and talking to personnel in other companies that don't have the numerous holidays, PTO bucket, great medical insurance, etc. We are able to retain our employee population, thanks in part to, our generous benefits.

Culture

The culture of a company is important to a team environment. It makes a positive difference when employees enjoy working with their coworkers. A huge credit for establishing team culture goes to first-line supervisors as they are the ones that impact employees' day-to-day well-being. One should not mistake fun and pleasure for easy though; supervisors hold employees accountable and work to ensure the mission is completed. Communication is key with supervisors. Listening to employee concerns (both professional and personal) and

addressing them helps keep a positive and collaborative culture within TekSynap.

Trust
Employees trust TekSynap not to treat them as a resource, but as people. They appreciate being treated as a person, where their opinions matter and their welfare is important to TekSynap. I would argue that trust and culture are the two biggest influencers in the employee's willingness to stay with TekSynap. When employees feel like they are an integral part of a team, they continue to contribute to the success of the team.

The takeaway is this: the reason TekSynap has amazing employees is due to a company effort. It starts with the recruiter, goes to the onboarding where they choose from robust company benefits, continues with them becoming part of the culture, and then onto leadership who makes sure the needs of the employee are met. It is the combination of these elements that makes TekSynap a *great* company.

-Derwood Spencer

Check out our ***new corporate video*** to learn more about our mission and vision for 2023! Our relationships with customers and dedicated employees are at the heart of our success.

DiSC Training

The DTRA team participated in DiSC Training sessions in December and January. This was a great day of team building with a focus on improving workplace communication and understanding. DiSC is a personal development learning experience that measures an individual's preferences and tendencies based on a profile assessment.

Caught in the Act

Peter Nguyen has been praised by several FDA customers for providing assistance above

and beyond their requests. He was also recognized by our prime contractor for resolving the highest number of tickets in December.

Bryana Thomas was commended for being a great leader and a knowledgeable and inspiring individual.

Toni-Ann Rattigan was recognized for being an excellent resource when others need help or guidance with a task.

Thais Price, **Kevin McAlister,** and **Kyle White** were recognized for exceeding the expectations of every CISA leader they cross paths with.

David Searby has been praised as the professional and expert needed to support the Pentagon Office.

Tim Schemmel was recognized for the professional, enthusiastic customer experience he provided!

Kathy Lincoln was given kudos by two different customers for her excellent customer service, adaptability, and consistent work quality.

Patrick Pocock and **John Kornovich** were praised for their knowledge, dedication, and positive attitudes. John and Pat are rock stars!

Brianna Corbett was thanked for always taking the time to go that extra mile with our customers, and always being willing to lend a helping hand to meet our customers' needs in a timely and pleasant way.

David Johnson and **Charles Nesbitt** were recognized for their quick and efficient work getting a customer's ticket created and resolved.

Four TekSynap Employees (**Joshua Boose, Alexander Taylor, Daja Pattman, and Brian Backer**) were identified in the top 10 of all Service Desk Agents for ITEMS.

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*. We use these to recognize TekSynap greatness in the monthly Newsletter.

ESD Employees of the Quarter

Andre Francoise - Technician of the Quarter

Throughout the last year, Andre's knowledge, leadership, and sense of teamwork has resulted in him being named the go to technician at Pearl Harbor, Hawaii. Andre's name is often coupled with "professional, can-do attitude, and helpful." He is always eager to take on tasks, solve issues, and is always available to coworkers and customers alike. One customer lauded, "I sincerely appreciate your help (*many times) and thank you for sending me to a professional like Andre." Additionally, Andre has been a critical player in the Rugged Tablet Phase 2 Project. He took it upon himself to identify,

troubleshoot, and determine a workaround for several issues that impacted the project's productivity. Those fix actions were communicated ESD-wide and even to the WMS team to aid Disposition Services' testing and rollout. As a result of Andre's professionalism, determination, dedication, and willingness to go the extra mile, he has been selected for ESD's Tech of the Quarter.

Lee Crawford - Quarterly Leadership Award

"A leader is one who knows the way, goes the way, and shows the way." -John C. Maxwell.
When the ESD contract transitioned from ESD I to ESD II, Tracy, California was identified as a 24x7 site. Due to the difficulties to identify and retain new staff members, Lee, Tracy's Site Lead, made it his personal goal to meet the contract requirements. For several months, Lee worked seven days a week and various schedules to lift the burden from his team and boosted morale at the site. In addition to remaining flexible to support the transition, Lee maintained his positive attitude and drive to lead his team to complete most of San Joaquin's tech refresh. Additionally, Lee's team has continued to excel throughout the life of the ESD II program. San Joaquin is now fully staffed, trained, and they are meeting SLA targets: INC resolution 99.86% and TKT 96.88%. Furthermore, Lee is praised by the ESD team for his willingness to assist technicians at remote sites.

Ernest Sanford - Team Player of the Quarter

Ernest Sanford brings his 20 years of experience, including being a retired 92 Yankee Army logistician, to the ESD Program and the Asset management team. After 8 years with DLA Asset management, he has been instrumental in leading the Mechanicsburg/New Cumberland team in the receiving, coordination, distribution, and tracking of over 41k DLA assets globally for the Enterprise in FY22. This year Ernest has led his team to help facilitate the movement of assets for (8) separate projects, including the massive out-of-

stock monitor replenishment, DSS printers, five separate rugged tablet projects, and two Enterprise-wide computer tech refreshes. Ernest always takes the time to mentor both his local and remote team members, as well as his government counterparts. There is no problem that Ernest can't find a solution to! His sense of duty shows in all he does, and we are grateful to have him on our team!

TEKSYNAP TRAVELS

Kaitlyn Eber traveled to Maui and Kauai to celebrate 5 years with TekSynap. Due to the pandemic, and then

becoming a mom, her trip ended up being closer to 7 years than 5, but was worth the wait! Kaitlyn and her husband Dave spent time relaxing by the pool, snorkeling, eating delicious seafood, touring the Road to Hana and Na Pali Coast. Her favorite activity was learning to surf and seeing the Na Pali Coast by boat! It was a perfect balance of adventure and relaxation!

Evan completed two trips back-to-back for the TekSynap DoS team. His first site was in La Paz, Bolivia and the second site was in Paramaribo, Suriname. He was able to work and explore South America from mid-January to mid-February and also had an extended layover in Bogota, Columbia.

"A new year with TekSynap means new challenges—and new opportunities. Excited to share that in January I was fortunate enough to spend two incredible weeks working on a project in beautiful La Paz, Bolivia. A plethora of exciting overseas projects await on the horizon and I can't wait for all the experiences and knowledge these trips will yield."

-Evan Hoppens

Please send your travel anniversary or international work stories and photos on *TekSnaps* to be featured in the newsletter. Learn how to use TekSynaps, **here**.

Lee Shippy and his wife have welcomed a beautiful healthy baby girl, Lily Joy Shippy.

TekPets

"Last month both of my dogs had to be put down within weeks of each other from old age. I was a mess. After casually browsing puppies online for a while (with no intent to buy) the wife got tired of me sharing links with her and made me go adopt one. Emma is an 18-week-old lab and perfect in every way - She's calm and quiet but let her outside with toys and she gets the super zoomies. I was hesitant about getting a puppy so soon after the other two passed but she's brightened up the whole house."

-Brian Jenkins

This is **Daniel Boes'** wife's dog "Cheech". He's a cream-colored Golden Retriever. He was the runt of the litter, but compared to all his siblings he had a very "chill" or "mellow" personality; they all bonded quickly. Based on his mellow personality, they named him Cheech after the character from "Cheech & Chong".

Feature your pets in the next newsletter!
Send pictures of your companions on *TekSnaps* to be featured in the newsletter. Learn how to use TekSynaps, *here*.

Certification Corner

Adam Rockwell
CySA+ CE
CSAP

Chris Schuster
ITILv4 Foundations
ITIL DPI
PMP

Wes Humm
ITILv4 Foundations

Anthony Rodriguez
CWT

Pete Ward
RHCSA

Edwin Ortiz
CWNA

Tarah Preddie
HDI Support Center Manager

Maurice Matthew
Security+

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 ADP profile. Remember to include the effective date.
ADP > Myself > My Information > Profile
And email a copy to *HR@teksynap.com*

Updating your certifications in ADP will help us identify you for career advancement opportunities.

Open Positions

DLA EDIS - Multiple Locations
Database Administrator (SQL)

DLA IOEE - Springfield, VA
Information Assurance SME

DLA IOEE - Multiple Locations
Network Engineer

JETS ESS 3 - Columbus, OH
Cybersecurity Engineer

DLA PMO - Remote
Enterprise Solutions Architect

DTRA
VMware Engineer
Helpdesk Specialist II (Reston, VA)
Helpdesk Specialist II
Cyber Engineer
ISSO
Systems Administrator IV(Active Directory)
Systems Administrator III (Microsoft Exchange)
Technical Writer
Asset Management
Storage Administrator
Cyber Watch Officer
Senior Systems Admin (ABQ, NM)
SQL Database Developer
COMSEC Manager

CCDC-DAC
Principal Application Engineer

INSCOM
Splunk Analyst

VANGUARD
System Engineer
Software Developer
Application Developer
Network Engineer

AFNCR
VMware Engineer
Microsoft SCOM Engineer
NMCC – ISSO
Senior Network Engineer

NETCOM - Honolulu, HI
Network Engineer

Please email your referral resumes to **careers@teksynap.com**

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medical insurance

Cigna Health Information Line
Cigna has a telephone service staffed by nurses that helps you understand and make informed decisions about health issues you are experiencing, at no extra cost. It can help you choose the right care in the right setting at the right time, whether it's reviewing home treatment options, following up on a doctor's appointment, or finding the nearest urgent care center. Just call the number on your Cigna ID card. Open 24/7.

To find a specific healthcare facility or doctor, go to myCigna.com or use the myCigna Mobile App. Below you can find a chart that explains the difference in care. Finding the appropriate medical care options makes a huge difference in health savings for you and the company!

Cigna Telehealth Connection	Convenience Care clinic	Doctor's office	Urgent care center	Emergency room
Access telehealth services to treat minor medical conditions. Connect with a board-certified doctor via video or phone when where and how it works best for you. Visit the website or call to register.[1] AmwellforCigna.com 855-667-9722 MDLIVEforCigna.com 888-726-3171	Treats minor medical concerns. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.	The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.	For conditions that aren't life threatening. Staffed by nurses and doctors and usually have extended hours.	For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life-threatening, call 911 or go to the nearest emergency room. "Freestanding" emergency room (ER) locations are becoming more common in many areas. Because these ERs are not inside hospitals, they may look like urgent care centers. When you receive care at an ER, you're billed at a much higher cost than at other health care facilities.

Conditions treated[2]

Cigna Telehealth Connection	Convenience Care clinic	Doctor's office	Urgent care center	Emergency room
› Colds and flu › Rashes › Sore throats › Headaches › Stomachaches › Fever › Allergies › Acne › UTIs and more	› Colds and flu › Rashes or skin conditions › Sore throats, earaches, sinus pain › Minor cuts or burns › Pregnancy testing › Vaccines	› General health issues › Preventive care › Routine checkups › Immunizations and screenings	› Fever and flu symptoms › Minor cuts, sprains, burns, rashes › Headaches › Lower back pain › Joint pain › Minor respiratory symptoms › Urinary tract infections	› Sudden numbness, weakness › Uncontrolled bleeding › Seizure or loss of consciousness › Shortness of breath › Chest pain › Head injury/major trauma › Blurry or loss of vision › Severe cuts or burns › Overdose

Your cost and time[3]

Cigna Telehealth Connection	Convenience Care clinic	Doctor's office	Urgent care center	Emergency room
› Costs the same or less than a visit with your primary care provider › Appointments typically in an hour or less › No need to leave home or work	› Same or lower than doctor's office › No appointment needed	› May charge copay/ coinsurance and/ or deductible › Usually need appointment › Short wait times	› Costs lower than ER › No appointment needed › Wait times vary	› Highest cost › No appointment needed › Wait times may be long

How long does it take to obtain a DoD/Industry Security Clearance?

A security clearance investigation is used to collect background information to determine whether you are reliable, trustworthy, of good conduct and character, and loyal to the United States. The investigation process is lengthy, and the chart below shows the average time frame to obtain a T3 secret and T5 Top Secret. T3 Secret and T5 Top Secret clearances both require an e-QIP/SF-86 and Fingerprint submission. Both levels of clearances follow the same investigation life cycle but the T5 Top Secret investigation is more lengthy due to the level of access the individual will receive.

Source: November NISPPAC Update
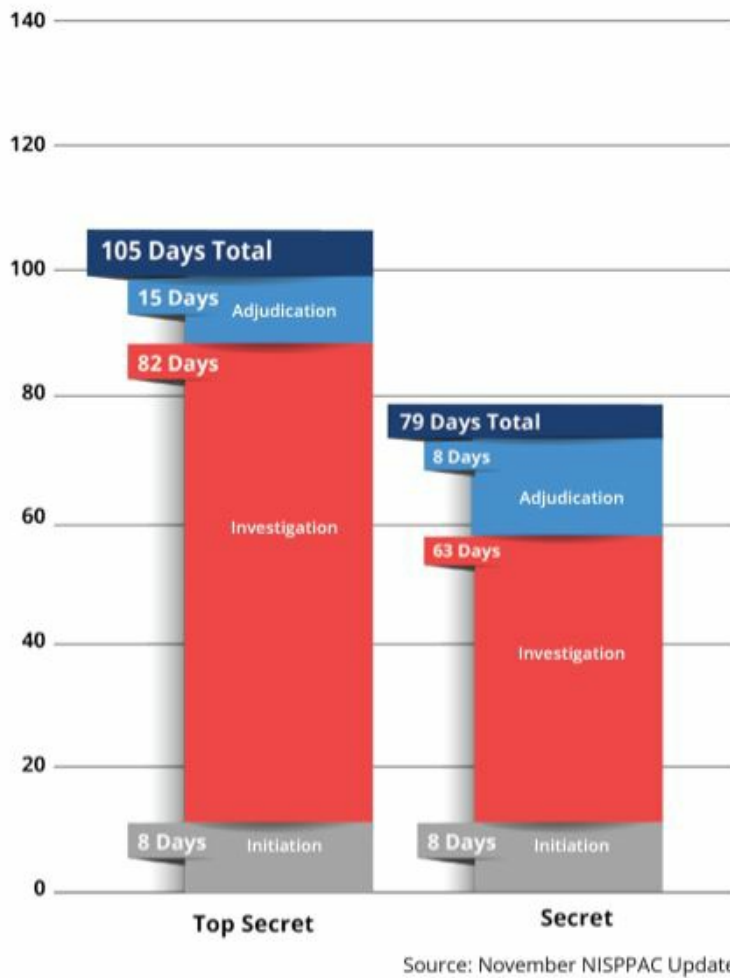
Q4 2022 Quality Objectives on Display

We all play a role in meeting our corporate quality objectives. To see how we're doing, please check out this *link*!

Congratulations to **Jonathan Naeve, Nicholas Mastrangeli, Jeremy Jones, Kay Kennett,** and **Ryan Duff** for reaching 5 years with TekSynap!

Your $5,000 vacation is right around the corner

Anniversaries

Eight Years
Fred Taylor
Toni Fisher

Seven Years
Kaitlyn Eber

Five Years
Jonathan Naeve
Nicholas Mastrangeli
Jeremy Jones
Kay Kennett
Ryan Duff

Four Years
LeTonya Love
Mamo Gerba

Three Years
Kalon Satathite
Aaron Ashbaugh
Keith Hicks
Yunbin Chen
James Turner
Abdlla Elhassan
Thao Trinh
Max Reis
Cory Broughton
Jeffery Bent
Shaun Stroble
Scott Gearhart
Jay Ko
Kelvin Brown
Johnathan Sutherland

Two Years
Hana Seo
Lynda Martin
Randy Tisler
Michael Toong
Steven Bigcraft
Babaly Anne
Daniel Strong
Brent Powell
Christopher Seigle
Nicholas Manilli

One Year
Julio Ingar
Claudette Crawford
Anshul Amin

Welcome, New Employees!

Ernest Ekpe
Puja Thukral
Steven Bracy
John Richards
Jimal Williams
Meranda Contreras
Alicia Farria
Margo Preskill
Parris Alexander
Lisa McCann
Jacquelyn Blanco
Diane Lee
Destin Davis
Joshua Kenney
Stephen Christian
Olivia Blackburn
Brandon Duong
Willie Lewis
Emily Barnhouse
Arvinder Singh
Aaron Johnsen
Darrin Irvin
Alejandro Valtierra
Carmelite Oxceva
Marie Moore
Jimmy Nguyen
Cherelle Hicks
Chris Salazar
Tahlisa Key
Kisha Mckenzie
Vinh Phan
Ryan Poole
Dawn Butler
Jordan Welch

William Clough
Alan Parker
LaShonda Fletcher
James Daley
Jessica Spencer
Henry Cooper
Cathleen Callinan
Ramon Rusten
Mariefred Evans
Cheryl Evans-Santiago
Cynthia Schmatjen
Owen O'Neill
Ozell Holmes
Adam Mather
Bridgette Knight
Robert Bradshaw
Bria Wilkins
Vincent Fontenot-Miller
John Thompson
Nasratullah Rahman
Clinton Burnham
Imran Hussain
Adam Rockwell
Sheryl Janke
Jonathan McGinley
Alan Yonamine
Travis Raynes
Timothy Egan
Andre Francoise
Susan Case
Detwane Lewis
William Shillington
Jean-Paul Girulat
Shante Anderson
Caesar Harvey
David Romero
Tymon Scott
Justin Parker
Angel Rivera-Galletti
Paul McDonnell
Michael Niski
Kay Craig
David DiGiovanni
David Searby
Troy Walter
Corey Ogletree
Cameron Smith
Anthony Rodriguez