



# TekSynap

TECHNOLOGY MOVING AT THE SPEED OF THOUGHT®

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## Technology at the Speed of Thought

TekSynap is approaching **1,000 Strong!** We continue to expand our services and support across a growing number of customers and agencies while maintaining our presence with our long-standing customer base. A remarkable achievement, thank you all! We are a team of people with the knowledge, experience, capability, focus and will to implement and support our customers' most critical missions.

As we continue to emerge into the full and open market and reach this milestone, it's a great time to recognize all the people that make us strong and to reflect on the guiding principles TekSynap was founded on.

### People First

Treat people how you would want to be treated and recognize the importance of the accomplishments that every member of our team contributes to our collective success. Regardless of the size, scope, or complexity of a task or objective, they all matter! Every individual thing that we each do is what makes us great.

### Mission and Customer Focus

Understanding the goals and objectives of our customers, and providing value in achieving them, differentiates us from a "status quo" contractor. One size does not fit all and it's your dedicated focus on understanding the overall mission of our customers that helps us deliver value and makes them successful.

### Status Quo is Not Enough

Innovative ideas, efficient streamlined processes, automation tools, and methodologies allow our teams to excel.

## Empowered Employees

Providing our talented people with the tools, knowledge, and authority to make things happen.

### A Continued Focus on How We can Better Support Our People, Our Customers, and Each Other

We've all heard the old adage "walk a mile in someone else's shoes" and know it relates to understanding someone else's thought processes, experiences, challenges, etc., before judging them or their actions. As we continue to emerge, we ask that everyone draw upon the strength of our foundational tenets and "walk a mile in everyone else's shoes." Be open to other ideas, perspectives, and approaches; lend a helping hand when you can. It takes all of us to succeed.

**MJ Helveston**  
COO

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### TekSynap Song of the Day by Sean Henry

For many of us, listening to music while working decreases stress and increases productivity. Naturally, we have quite a few audiophiles on our New Orleans team but one in particular, **Sean Henry**, has been introducing us to songs that scratch every musical itch. Sean has curated a 100+ song playlist filled with familiar favorites as well as obscure gems; he usually adds two songs per week and currently has nearly seven hours of music in the *TekSynap Song of the Day* playlist. If you would like to join the listening party, the Apple Music playlist can be found [here](#).



**Tami Devitt**  
Director

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### Caught in the Act

**Thais Price** was recognized for going above and beyond and working outside of her comfort zone.

**Dave Bordelon** and **Lester Dunn** were commended for their help at BOEM.

**Cedric Sharps** was applauded for his attention to detail and great work ethic.

**Kay Stephens, Christine Sarracino**, and **Brianna Corbett** received praise for helping a customer with an email issue.

**Kathy Lincoln** was given a "job well done" for her outstanding IT support.

**Christine Sarracino** was thanked for her professionalism and dedication to helping a customer.

**Bria Harris** was praised for providing rapid and critical assistance to a customer at DTRA.

**Kurt Creech** and **Jessica Huddle** were recognized for doing an amazing job ensuring customers are satisfied.

The Air National Guard (ANG) Inspector General (IG) Team recently conducted a Unit Effectiveness Inspection (UEI) at the Mississippi Combat Readiness Training Center (MSCRTC) in Gulfport, MS. This inspection deep dives into every program on the installation from air traffic control, to civil engineering, to communications. The hard work and dedication of the Communication Flight's ANG personnel and the support of their TekSynap teammates (**Mat Cook, Randall Powell, Quintina Poole, Kirk Jackson, PJ Perez, Jacob Miller, and Donald Long**) resulted in the entire staff being recognized with a "Superior Team Performance Award!"

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## DLA ESD Quarter Recognitions

### Technician of the Quarter

#### Tim Egan:

Mr. Timothy Egan has continued to excel beyond expectations with superior customer service and expert technical skills. He was the sole ESD Tier 2 technician providing IT services to real-world DLA Distribution operations in Eastern Europe amid the ongoing Ukraine and Russia war. He prepared equipment and troubleshoot IT issues for military members deploying to Poland and Romania to provide humanitarian relief to not only Ukraine refugees, but also Ukrainian citizens still in the warzone. Mr. Egan also contributed to the resolution of a 3-week long issue preventing the Europe/Southwest Asia region's ability to image laptops to support the 1,300 DLA customers in theater. He briefed daily status updates with management, fellow Tier 2 technicians, and Tier 3 system administrators ensuring all personnel were synchronized during troubleshooting efforts. Mr. Egan was the regional lead for DSS tasks and incidents, providing support and technical advice throughout 13 manned/remote locations. He was the linchpin for the region's on-time completion of an ESD Dell Rugged Tablet Deployment project to DLA Distribution enhancing the Division's successful delivery operations across 61 locations traversing 18 international borders.



### Leadership Award:

#### Emily Perna:

Emily's outstanding leadership skills are evident as she serves as a site lead and an enterprise queue manager. She manages her team with a strong sense of direction, purpose, and focus. She authored "the Guide" which was a training manual that added immediate value to her team. It also served as the foundation for the enterprise training program and contributed to the development of the workforce. Emily's dedication, commitment,

compassion, reliability, transparency, and communication skills have played a significant role in her success as a leader. Her leadership style has been described as authentic, genuine, and positive, as summarized by the quote: "I genuinely do not know how Emily does it, but she manages to cover all the bases; from availability to her own people, to meeting project goals, and strengthening our collective relationship with our customers. All while employing a genuine and unfaltering earnestness and positivity in her interactions." Emily has also increased the morale, cohesion, and operational efficiency of her team, creating a positive work environment where everyone feels valued and supported. Lastly, her leadership has strengthened the team's collective relationship with their customers, enabling them to deliver exceptional service consistently.

### **Team Player of the Quarter:**

#### **Erin Biggers:**

Erin's dedication, hard work, and teamwork have had a profound effect on the success of DLA. Her efforts in leading the standardization of the Verizon wireless mobility process have led to the deactivation of approximately 2,300 Verizon lines, which has resulted in significant cost savings for DLA. Her ability to provide guidance to multiple DLA tiers has increased efficiency and standardized Wireless Asset Management enterprise operations, allowing DLA to better serve its customers. In addition, her commitment to training multiple employees on Wireless Asset Management processes and procedures has had a lasting impact on DLA's ability to manage its assets effectively. Erin's willingness to go above and beyond in her role has not gone unnoticed, and we are grateful for her contributions. Her dedication to teamwork and collaboration has been an inspiration to all of us.



**Nick Chaisson** has been voted South Carolina Coach of the Year 2022-2023. Nick Chaisson won the SC Regional Title for Coach of Year for four consecutive years, 2019-2023; He has now been crowned SC State Coach of the Year 2023 over nine other top coaches.

TekSynap has provided sponsorship to the school for the past two years, a sponsorship hangs in the rafters of the school gym.

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](#).

Help us recognize our employee contributions in the monthly Newsletter.



## **TekSynap Travels**

"So far, I've traveled to Africa three times. Twice to Lagos Nigeria, Abuja Nigeria and once to the city of Malabo which is located in Equatorial Guinea which is a small



Island off the coast of Cameroon."

-Otis Brown



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Please send your travel anniversary or international work stories, and photos, to us on [TekSnaps](#) to be featured in the newsletter. Instructions on how to use TekSnaps can be found [here](#).

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## TekPets

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**Amy Doak** has added a new pup to their family!

Her name is Birdie Doak. She is 9 weeks old, half English Cream, half American Golden Retriever. Charlee is loving being a big sister. Birdie loves dinner time and playing with her new best friend, Charlee. Like a newborn baby, Birdie likes to party at night and sleep all day.



Fun Fact: Charlee and Birdie have the same mommy, different dads.

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**Derwood Spencer's** dog, Sky celebrating St Patrick's Day. How adorable!



**Sam Fisher's** puppy, Bug is a 4 month old purebred Standard Poodle. He is actually going to be a UKC show dog and hopefully participate in AKC dog sports like FastCAT and dock diving. He's welcomed by his three brothers who were all rescue dogs, a Belgian Malinois, and two Pitbull mixes. They all get along great and love to go crazy while they're outside together, along with being ornery in the house.



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

**Richard Morisset**  
CCNP

**Eric Underkoffler**  
Multicloud Network Associate

**Robert Yohn**

Multicloud Network Associate

**Ryan Duff**

Multicloud Network Associate

**Jimal Williams**

CASP+

**Vinh Phan**

CCNA

**John Joyce**

PMP

**Cordell Mitchell**

HDI Support Center Manager

**Ashley Frederick**

Security+

Professional Scrum Master I



## 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](mailto:HR@teksynap.com)

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

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## Open Positions

**DLA Enterprise Storage**

Systems Engineer (SAN Switch)

**DLA Defense Logistics Agency - New Cumberland, PA**

Telecommunications Specialist

**DTRA**

VMware Engineer

Helpdesk Specialist II (Reston)

Systems Administrator IV(Active Directory)

Systems Administrator III (Microsoft Exchange)

Storage Administrator

Cyber Watch Officer

Senior Systems Admin (ABQ)



Cyber Engineer  
Cyber Forensics Analyst  
Network Engineer Lead  
Senior Systems Administrator

### ATF

Journeyman Network Engineer

### DFC

Network Engineer

### VA NSOC/NEDIIS

WiFi Network System Engineer (Albany, NY)

### NOAA NMFS

Microsoft Power Platform Solutions Architect

### NRC BPA MAS

Software Engineer II

Software Engineer III

### NRC SNCC

Sr VMware/Azure Administrator

Splunk SIEM Application Engineer

### Senate ITSC

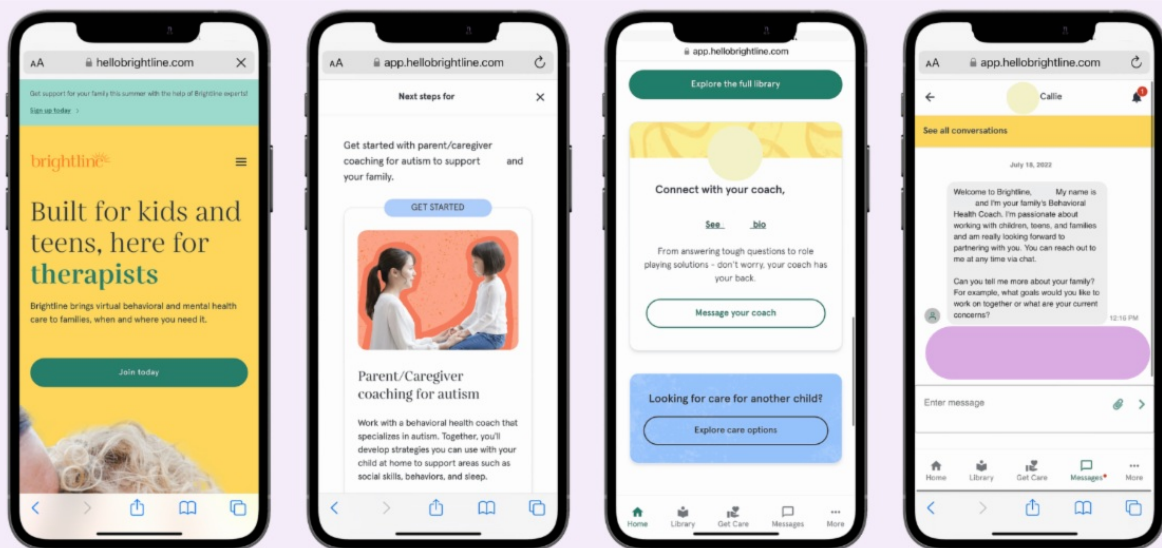
Installation Desktop Technician

Service Delivery Coordinator

Tier II Deskside Support

Tier III Technical Support Engineer

Please email your referral resumes to [careers@teksynap.com](mailto:careers@teksynap.com) to receive up to \$5,000.



## Cigna now offers Brightline virtual mental health support for kids & teens

From anxiety, ADHD, & depression to teen confidence, toddler tantrums, & anger management — whatever your kids are facing, Brightline's expert therapists, psychiatrists, & coaches are here to help.

For more information, please visit the virtual healthcare on your



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## Seasonal Allergies

Don't let the pollen stop you from feeling and doing your best this Spring and Summer!

If you need help finding an allergist, Acupuncturist, or ENT, check the providers near you on your [MyCigna account](#).



### Home Remedies

- Air Filters: By trapping airborne irritants such as pollen, dust, and pet dander, HEPA filters reduce allergens in your home
  - Stinging Nettle: a natural antihistamine to help with allergy treatment
  - Face Steamer with eucalyptus oil
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## Pay & Tax Statements in ADP

We encourage employees to regularly review their pay statements in ADP.

Employees can update/view their federal and state tax documents under

**Myself > Pay > Tax Withholdings**



## 5 Ways to Avoid a Security Clearance Denial

The process for obtaining a security clearance is unique to every individual, and the denial process is no different. Here are a few steps that you can take to make the process more efficient.

### **DON'T GO INTO THE PROCESS UNINFORMED**

Knowledge is power, and when it comes to the cleared jobs process, it's essential that you understand what you're getting yourself into. There are 13 *adjudicative criteria* for determining a clearance approval or denial. Depending on the level of clearance, the *fastest processing times have been falling between 90 and 120 days*.

## STAY ON TOP OF YOUR FINANCES

Financial *issues* are the leading cause of security clearance denials year after year. If you've struggled with your credit or defaulted on loans, you must show your financial status has improved. If it hasn't, you will need to explain in detail why.

## DON'T COVER UP PAST MISTAKES

Did you find yourself in a tricky situation during your semester abroad? Were you ever suspended in high school? When applying for a security clearance, you must be *transparent* about your past. The federal government will leave no stone unturned in its investigation.

## AVOID VAGUE ANSWERS ON YOUR SF-86

The "additional comments" section on your *SF-86* will be your best friend. Be sure to explain in detail any questionable moments from your past.

## ENSURE YOUR LOYALTY TO THE U.S.

If you're a dual citizen, you must prove to the federal government that you are loyal to the United States. This includes traveling with a foreign passport or taking advantage of any other privilege granted to you by a foreign government.

Be transparent, make good choices, and ensure your loyalty to the U.S. is unwavering, and you have a good chance of receiving your clearance. Keep updated with any changes to the security clearance process by visiting us online.

*Credit: Phoebe Wells*



Congratulations to **5 employees** for reaching 5 years with TekSynap this month!

Your \$5,000 vacation is right around the corner

## Anniversaries

### Nine Years

Thomas Willson

### Seven Years

Vinh Le

## Welcome, New Employees!

Dan Le

Gary Millstein

Ji'lon Pegeese

Casey DeLima

Curtis Givens

### **Five Years**

Israel Negron  
Jacob Withers  
Eric Underkoffler  
Elizabeth Page  
Thomas Whear

### **Four Years**

Leslie Franck  
Eric Gilmore  
Regina Snow  
David Ward  
Steven Howard

### **Three Years**

John Kornovich  
Shaneka Scott  
Bruce Hann  
Liana Bernt  
Jason Ballah  
Michael Lorincz  
Derwood Spencer  
Pierre Collins  
Stephen Ivy  
Andra Baggiano

### **Two Years**

Robert Cross-Price  
Stefani Mortillaro  
Nikki Palmer  
Cedric Hinojos  
Thomas Reid  
Michael Ramirez  
Jimmy Smith  
Felicia Coverson  
Barbara Bishop  
Ivan Santana-Gomez  
Christopher Ellington  
Nick Chaisson  
Maria Lindsey  
Jerry Dillard  
Tracy McEntyre  
Joshua Smith

### **One Year**

Jillian Williams  
Robert Almaguer  
Daniel Roca  
Kenneth Lane  
Shane Baker  
TraNiece McElvaine  
Christopher Bowick  
Kenneth Walker

Nicky Ackerman  
Tyler Ortis  
Jasmine Citizen  
Robert Babb  
Jaime Villarreal  
William Hubbard  
Eric Foster  
Edwina DeLeon  
Dakota Evans  
Carri Taylor  
Ethan Thurman  
Brian Nuhn  
Liliane Mafokogne  
KeShon Hill-Kearney  
Austin Li  
Henry Weber  
Benjamin Nightingale  
Md Hossain  
Brian Frenck  
Stephen Silver  
Jeffrey Roland  
Scott Lee  
Frozan Khawja



Francesca Rigatti  
Christopher Laperle  
Abenazer Bayou  
Kate Baggiano  
Luther Henry  
Corbin Drysdale  
Jared Phillips  
Nathan Reid  
Sashuang Li  
Alexis Windsor  
Christian Creech  
Hal Henderson  
Dalton Carlson  
Rebecca Sander  
Karolynn Kyler  
Cynthia Morse  
Ben McCormick  
Todd Squire

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