



TekSynap

TECHNOLOGY MOVING AT THE SPEED OF THOUGHT®

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Growth On Purpose

I have worked in federal government contracting (mostly client-facing) for over 25 years, providing both hardware, software, and strategic services. During this time, I have served in a variety of roles in business growth, proposals, capture, and organic growth, all of which play an integral role in the growth of an organization.

Back in early 2022, when going through the interview process to join TekSynap, I made a career shift, supported by leadership, to focus solely on business development and capture. Companies have different “styles” and approaches for the many activities focused on growth. Soon after starting with the company, I realized TeSynap’s processes for getting proposals out the door were very organized and very well-defined. Having worked in many other less structured environments, it was not lost on me that things are different here. In this article, for the sake of brevity, I am sharing some of my observations specifically on TekSynap’s proposal process. My realization, after being part of the team, is that TekSynap purposefully focuses on and invests in growth!

I am delighted to say that my experience working at TekSynap has been different than any other company I've worked for, be it small business, large business, or somewhere in between. My prior companies have had anywhere from 3 to 50,000 employees. While some of the other company’s processes for winning business leverage similar “frameworks” the actual experience working side by side with the various corporate teams and client-facing staff, to execute the critical steps to winning business is totally different here at TekSynap. I have worked for well-known companies who supposedly have stellar processes and practices (feel free to peruse my LinkedIn) but when compared to TekSynap, they fall short. TekSynap has planned for growth, ensuring processes are in place to enable the teams to perform seamlessly, even with the exponential growth we have experienced and that is slated to continue for years to come.

I can honestly say the proposal process at Teksynap is by far the best that I have ever seen, and I am certain this is one of the many reasons for our significant growth. In my role, I work with executive leadership, proposal team, solutions team, finance, contracts, IT support, recruiting, and others in a variety of roles, as well as those who are client-facing. Essentially, TekSynap leverages a diverse team of employees who are experts in their unique roles, and who contribute to the company’s expansion and success. Much like the original Star Trek Enterprise crew (*had to put in a Star Trek reference!*) each member has a well-defined role and knows how that role fits in with the rest of the team. It’s always exciting news to share

when we win a contract and have the opportunity to hire staff and support our government clients. All the work that goes into making all of this happen is not widely known across the client-facing staff, but it is rewarding and essential for growth. TekSynap chooses growth with purpose.

Cheryl Santiago, Director



What Makes a Good Leader Great?

In February, our own **Derwood Spencer** covered a great topic – “What Makes a Good Company?” As we navigate our careers, our views of what makes a good company often change, however the core values we seek tend to remain the same. I find myself asking “What makes a good leader?” While this too can be subjective, one thing is consistent; good leaders develop and grow within good companies.

Our leadership team is built with strong, dynamic, and forward-thinking individuals. We continue to learn and grow with each other while working to reflect the core values and culture of TekSynap. Over the past year, I have read several books, but a select few that stood out to me include “The Power of Positive Leadership” and “The Power of a Positive Team”. I resonate with these books as they highlight how leadership and team dynamics have a substantial impact on individuals and a culture.

Throughout my career, I have had the pleasure of working with and working for some phenomenal leaders, however, I’ve also had the experience of working with a few who did not leave such a positive impact. I have learned something from each experience and built upon that to shape my own leadership “toolbox”. As leaders, we are never done learning and we can most certainly continue to “sharpen the saw” of what we believe a positive and effective leader should be. In my journey, I continue to grow, adapt, and learn from everyone I interact with on a daily basis. So then what makes a good leader?

Communication

Communication is the foundation of success. Being honest and having not only the easy but also the hard conversations builds trust and relationships. Books like “Crucial Conversations” and “Radical Candor” support the art of conversation and building trust with your colleagues.

Transparency

Thoughtful leaders share their ideas and engage in open dialogue while encouraging others to not be afraid to share their thoughts. Insightful sharing allows everyone to provide input

and ideas that may otherwise be left unsaid.

Positivity

Always, lead with your glass half full. It is cliché, however finding the silver lining leads to better outcomes, stronger morale, and growth.

Vision

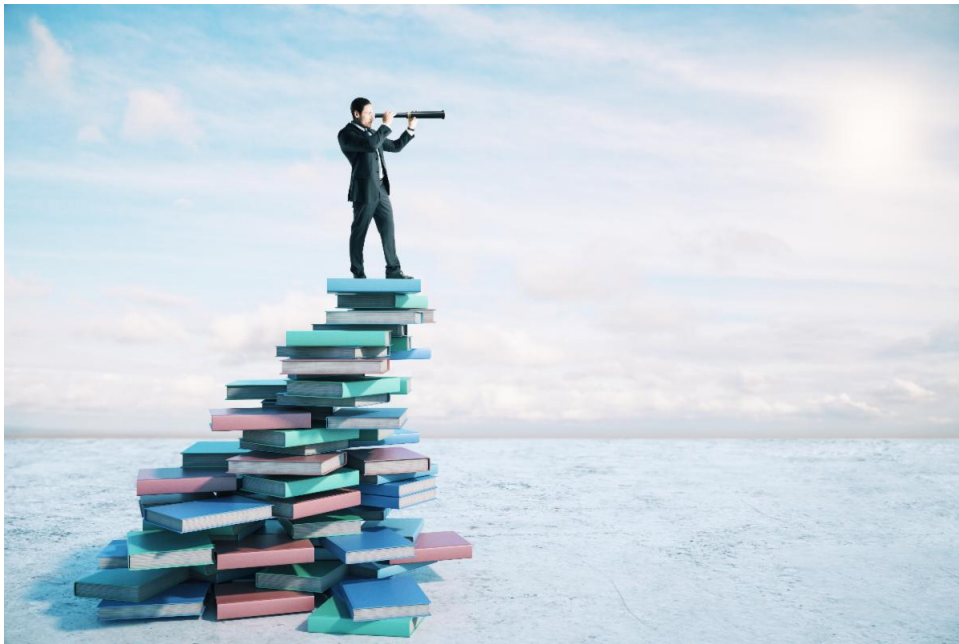
Leading with thought and passion helps pave the way allowing others to believe and be part of that vision.

Transformative

Defining your mark, being the catalyst of change and opportunity. Be the leader you want to be led by. Jack Welch, a leader known for his transformative leadership at General Electric, said it perfectly “Before you are a leader, success is all about growing yourself. When you become a leader, success is all about growing others.”

As I embark on my fourth year at TekSynap, I strive to be a great leader. I look forward to taking this journey with each and every one of you.

Bianca Berrios, SVP



10 Year Anniversary Adventure

During my 10-year anniversary trip, I went to Singapore, Malaysia, Australia and New Zealand with my family. It took months to organize this reunion trip since we have immigrated to different parts of the world. In September, we met in Singapore and traveled to Sarawak, Malaysia to visit places where we spent our childhood days. Afterwards, we toured Australia and New Zealand, and visited other friends and family. This part of the trip was quite eventful, as we narrowly missed an earthquake, ran into some car problems, encountered heavy rain

and snow, and heard rumors of a nearby wildfire. But what matters most is that the whole family enjoyed the trip and we created fond memories that will be an important part of our lives.

-Dicken Tsoi

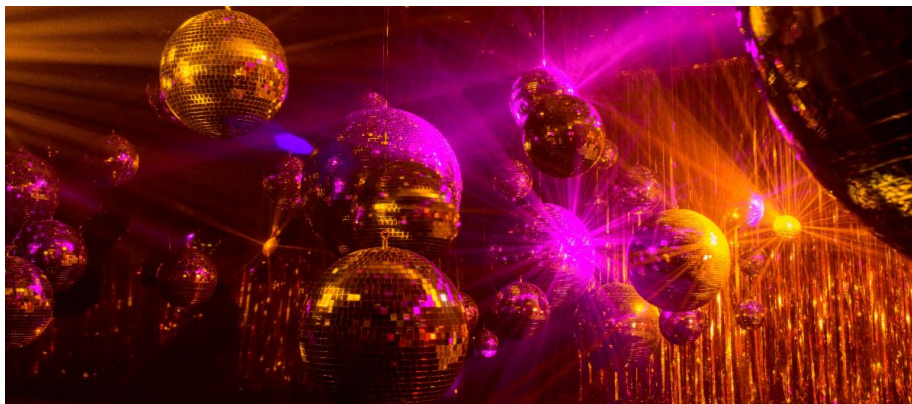


TekSynap's Annual Holiday Party! Save the Date

Flashback to the 70's

Saturday, December 9th
Westfields Marriott in Chantilly, VA

More information coming via your TekSynap email soon!





Caught in the Act

Michael Alexander was commended for ensuring success for a DTRA customer and demonstrating outstanding leadership and customer service.

Congratulations to the entire **DTRA ITSS Program** for successfully passing the recent CCRI 3.0!

Paul-Michael "PM" Ferguson was thanked for his support in resolving a DISA email issue.

The customer extended a huge thank you to **Matthew Goad** and **Charles Hill-Taylor** for assisting their program in short notice emergency issues.

Kudos to **Linda Milks** and **William Hubbard** for ensuring that the ATO packages were completed with attention to detail.

The customer gave a shout-out to **Duc Nguyen, Art Guilani, William Overton,** and **Joshua Kenney** for their management of tickets. The hard work the team has put into this has not gone unnoticed!

John Kirk, Brian Koppel, and **Martha Wadsworth** were instrumental in resolving a technical email issue.

Jocelyn Arreola was commended for her level of professionalism, motivation, and quality customer support.

Robert Nadeau thanked **Grace Redding** for producing a quality product.

A customer thanked the **DTRA Helpdesk Team** for being attentive and diligent in addressing customer concerns.

Tim Clarke and **Shaun Jones** showed professional knowledge, tact and proficiency making them the IT-DAG's "Go To" techs for assistance and support.

Josh Daigle, Matthew Goad, and **Charles Hill-Taylor** were thanked for assisting in a short notice emergency and solving the issue in less than 24 hours at DLA EWAS.

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.

Congratulations to **James Carnill** and his wife, Lauren, on their beautiful daughter, Maeve Elizabeth Carnill.



Left to right:
Rowan (**Nichole Bishop**); Isabel (**Lauren Bowman**); Charlie (**Margaret Manders**)



Certification Corner

Connie DeYoung
Lean Six Sigma Green Belt

James Turner
Master Project Manager

Jacquelyn Blanco
Certified Wireless Technician

Leonard Newman
Certified Implementation Specialist - Hardware Asset Management

Michael Valoon
JNCA Mist AI

Jonathan Tobar
Mist Location Cert
Mist Wifi Cert

Andrea Wood
PMI ACP

John Lollis
JNCIA Mist AI
JNCIA Junos



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

AFNCR

Senior VMware Systems Engineer
Senior Network Admin
NMCC - ISSE
NMCC - Continuous Monitoring(ConMon)/POAM
Management - ISSO
NMCC - ACAS/HBSS Administrator (2)
Data Center Engineer
Systems Engineer (3)
Network Engineer (2)
Systems Engineer (VMware/Server)
Systems Engineer (EMC Storage)

Vanguard

Software Developer(Systems Software)



Software Engineer
Software Developer
Systems Engineer
Systems Engineer
IT Program Manager
Systems Administrator

DTRA

Systems Administrator III
VTC Engineer
VTC Technician
Firewall Engineer
Security Engineer, Senior
Security Engineer, Lead
Cyber Security Operations Analyst, Senior
SME, Intel/Security/Threat Analysis, Senior Principal
Security Engineer, Staff
Systems Engineer
Senior Systems Admin

NGA

Jr Helpdesk Specialist

Kirtland C4

Client Support Administrator

DOI BSEE TIMS

Senior Software Engineer

CSfC NETCOM

Sr. Systems Engineer

Please email your referral resumes to careers@teksynap.com to receive up to \$5,000.



Cigna and Identity Force

Millions of people fall victim to identity theft each year, and the numbers are rising. The number of cases reported to the Federal Trade Commission were up 70% year-over-year in 2021 alone. Additionally, losses from identity theft cost Americans more than \$5.8 billion in 2021.

“Many of us don’t think about identity protection when we consider ways to maintain and improve whole-person health,” said Bruce Grimm, senior vice president, U.S. Markets, Cigna Healthcare. “Providing peace of mind to those we serve includes financial and emotional well-being support. That’s why we will be offering a new identity theft protection service to more clients in 2023.”



OUTSMART online outlaws

Avoid Phishing Scams with Three Simple Tips

Phishing scams are online messages designed to look like they're from a trusted source. We may open what we thought was a safe email, attachment or image only to find ourselves exposed to malware or a scammer looking for our personal data. The good news is we can take precautions to protect our important data. Learn to recognize the signs and report phishing to protect devices and data.

1 Recognize the common signs

- Urgent or emotionally appealing language
- Requests to send personal or financial information
- Unexpected attachments
- Untrusted shortened URLs
- Email addresses that do not match the supposed sender
- Poor writing/misspellings (less common)



2 Resist and report **PHISHING** **SPAM**

Report suspicious messages by using the "report spam" feature. If the message is designed to resemble an organization you trust, report the message by alerting the organization using their contact information found on their webpage.

3 Delete

Delete the message. Don't reply or click on any attachment or link, including any "unsubscribe" link. The unsubscribe button could also carry a link used for phishing. **Just delete.**





Happy Five Year Anniversary to
18 TekSynap employees

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

Anniversaries

Eleven Years

Kellie Dorgan
Antwan Glover

Nine Years

Lonny LeGrand Jr

Six Years

Wayne Wisneski
Edward Stroebe
Jennifer Neish-McMurdy
Thomas Pollock

Five Years

Leonard Newman
Kathy Lincoln
David Brunner
Mohammad Khan
Jhonny Quispe
Matthew Strout
Neri Dominguez
Samuel Tinsley
Michael Thurston
Errol Graham
Carroll Ridenhour
Arland Smith
Mohamed Ali
Timothy Clarke
Dominick Ditcharo
Rico Latney
Ashley Frederick
Christopher Ray

Welcome, New Employees!

Michael Samuels
David Wilkinson
Bibek Ghimire
Danielle Broussard
Kevin Fludd
Tiahna Divina
Latoya Young
Demond Rogers
Ricardo Garcia
Cesar Ordonez
Andrew Aller
Samuel Jones
Dale Nelson
Jorge Rivera
Bernard Flowers
Phillicia Wilson
Mohammad Butt
Darrell Nealy
Ernest Briggs
Kahlil Johnson
Jarrad Reck
Amarachi Nwachukwu
Michaelle Joiner
Ricardo Gonzales
Naphtali Abang
Kyle Fisher
Andrea Almendarez
Garret Grass
Felisha Roberts
Sadeddin Abulebdeh
Hannah Miller
Christopher Jackson
Kareem Are

Four Years

Ryan Fondren
Bryan Gaylord
Brian Jenkins
James Butler
Jeffrey McQuate
Nicholas Allen
David Crumm
Daquante Martin
William Schafer
Thomas Seay

**Three Years**

Jeffrey Talarico
Alexander Libby
Satyaveni Vaddavalli
Chris McKoy
Victor Doan
Patti Moyles

Two Years

Bobby Tran
Gregg Moseley
James McCord
Dennis Cole
Richard Lucht
Nicole Moncayo
Joshua Kahue
Kevin Reynolds
Edwin Ortiz
Edward Fong
Connie DeYoung
Andrea Wood
Matthew Lents
Damon Lagos
Kirk Jackson
Julius Bello
Shelby Ritch
Jonathan Tobar
Terrance Sullivan
Monhi Powell

One Year

Samuel Kim
Clyde King
Nicole Ambrose-Jones
La-Ticea Martinez-Green
Jeniffer James
Ryan Carroll
Travis Nelson
Duc Nguyen
Michael DeLaFleur
Bethany Gauldfeldt
Matthew Hileman

Anton Soloshenko
Barry Turk
Uthid Nanthavong
Immanuel Alam
Kortney Allen
Ahmed Ibrahim
Greta Swanson
Nolan LaDuke
Noah Gammons
Amar Dave
Douglas Pike
Andrew Miller
Ann Thompson

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