



Newsletter Issue No. 67

October 2021

Why TekSynap?

Have you ever wondered why you chose to work at this company or had a client or partner ask you "Why TekSynap?" I think it's a wonderful question that is both introspective and engaging as you must answer it yourself and for others. It is also personal, and your opinion both internal and external should hopefully be in synch. If they do not align or emanate positivity, what you need to do is take control of these emotions, identify the problem, and fix what's not working regardless of your position in the company. Anyone can be a leader. While serving over 20 years in the Army and now living the corporate life, I have been blessed to watch a young PFC develop into a great SGT, and a young Business Analyst grow into a future leader in our industry. I have been able to tap into a contagious power that allows one to become a beacon of positive energy. Internally they know they love what they do, and are important to their family, friends, and colleagues. Externally they project confidence, knowledge, and trust in whatever they engage in. This type of attitude creates happiness and enthusiasm in life and work.

So, what is my internal opinion? Overall, I am in a great place. I have my health, children that are doing well, and after nearly 35 years of working, I can reflect on the incredible places and people I have been exposed to. I'm fired up for this next chapter – growing TekSynap and guiding the people I engage with towards developing as leaders and teammates. Externally, these are my thoughts. We are in a solid spot in the market and our future is bright. All we need to do is focus on our current capabilities. We have passionate leaders who have a vision of how we can grow into a successful Large Business. It is not easy – the competition is tough, smart, and sometimes bigger – but I have faith. As we continue to win and develop, we know we must grow to survive and are not afraid of hard work, accountability, or the responsibility to each other. We are a family.

Folks, I have fought in every war since the first Gulf War, led and lost soldiers, acted as a leader in multiple companies, and I can tell you that nothing beats projecting positive energy that makes people do extraordinary things – and the people in this company are extraordinary.

-Pete Brady



TekSynap participated in an online AWS Security GameDay which was hosted by Amazon Web Services. GameDays are 100% hands-on, competitive events designed to introduce AWS administration concepts and workflows, conducted entirely through the AWS Console. Twenty-five teams from various companies were invited to participate in the AWS GameDay. Our team, "TekSynap Neurons," ended the day in FIRST PLACE!

The TekSynap Neurons were a multi-disciplinary team drawn from across the company. We would like to congratulate the following individuals for their ingenuity and dedication towards preparation and participation in Wednesday's event:

- **Mackenzie Fisher**
- **Jay Murphy**
- **Alex Peake**
- **Jared Shapiro**
- **Kasey Tan**

We would like to extend a special thank you to **Leonard Newman and the IT team** for their support.

TekSynap's First Interactive Virtual Golf Event will be held on November 1st

Break out your Oculus Quest and get a few practice rounds in!

Registration and details coming soon to your TekSynap email!





Caught in the Act

Chris Schuster would like to recognize **Rob Parker, Patrick Burke, Sean Hollern, Ryan Fondren, Daniel Mirkovic, Chris Suk,** and **Avneesh Arya** for their outstanding performance.

Jason Ballah would like to thank **Mathew Cook** for his dedication and assistance with a successful contract transition.

Alex Boston would like to give a shout out to **Rachelle Stefanik, Rupi Stepniczka Nichole Bishop, Nicole Sherry, Lynda Martin, Thomas Reid,** and **Sara Parker** for going above and beyond during a surge of work. Alex would also like to give a shout out to **Chase Rustand** for his ability to take charge of helping the PM team with the daily operations and training of new PM team members

Our USARMY client sent in recognition for **Ivan Santana-Gomez** and **Barbara Bishop**. Mr. Santana works tirelessly with other developers to develop and design the best training products. His hard work and dedication to the AIT are commendable. Barbara took the initiative to train other developers from other courses. Her greatest strength is the ability to conduct day-to-day operations with little or no guidance. Mrs. Bishop's hard work and dedication should not go unnoticed.

Robert Cooke received kudos from Marvin Huber for his hard work and dedication.

Bill Schafer received a shout-out from Ernest Sanford for his help with creating new records in ITSM.

Fantastic job to **Tracy Shurtleff** and **Jonathon Barradas** for their exceptional CPAR ratings.

Sara Thompson got a shout-out for her incredible hard work and effort.

Rachel Bates would like to acknowledge **Kellen Blake** for his talent and contributions to the USCENTCOM video.

Robert Elmore, Zach Gardner, David Fulton, and **Maria Singarayan** received Kudos from Satya Vaddavalli for their outstanding efforts.

The DLA customer commended **Dat Huynh** for his quick thinking and excellent customer service.

Tony Chen and **Jodi Keyfauber** received recognition from the MCA group lead for their amazing efforts.

Matt Davies recognizes **Patti Moyles** and **Jacqui Soltero** for their hard work and efforts in keeping everything running smoothly at the end of the Fiscal Year.

A customer would like to thank **James Duke** for his patience and first-rate customer service.

IMPORTANT: Phishing

attempts are on the rise.

WHAT IS PHISHING?

A type of social engineering attack often used to steal user data.

Phishing attacks are on the rise. We have seen an increased number of phishing attempts at TekSynap, through email and text message, from imposters pretending to be Kam, David or other leadership.



IDENTIFYING A PHISHING SCAM

- Unofficial “From” Address
 - When you receive an e-mail request from Kam, David, or any other exec, please verify the sender’s domain. At TekSynap, the request should always come from @teksynap.com.
- Urgent action required or begging for a quick reply.
- Link to a fake website.
 - Recommend hovering over a link before clicking to verify it’s a legitimate website.
- Asking for money or gift cards.
- Requesting your personal phone number.
- Requesting a change in someone’s Direct Deposit or bank information.
- Pretending to be internal but the external caution banner is still on the email.
- Impersonating TekSynap while contacting your personal email address. This is done to bypass the security protocols on our domain.

YOUR ROLE IN KEEPING TEKSYNAP SECURE

TekSynap is ISO 27001:2013 certified. We have defined processes for keeping our company data and information secure.

If you receive a phishing attempt via email or text, please forward it to support@teksynap.com and copy security@teksynap.com with the subject line "Security Threat:". You can also use the feature in our As we receive e-mail threats, we record the fake domains and malicious IP addresses, with hopes of blocking future emails before reaching the intended recipient(s).

TYPES OF PHISHING ATTACKS

SPEAR PHISHING

The fraudulent practice of sending emails ostensibly from a known or trusted sender to induce targeted individuals to reveal confidential information.

WHALING

Similar to spear phishing, but the targeted group becomes more specific, usually C-suite.

Tiny Team TekSynap!

Kaitlyn Eber's New Baby!



Kaitlyn and Dave
welcomed Eli James on
October 20th. Eli arrived
at a healthy 7lbs, 8oz.



TekPets

Tiffany Bean's Cats

From 8 weeks (left) to 5 months (middle), Helios and Jasper have grown so much and are still cuddle buddies. Leash training did not go as well as planned so now we go on park strolls together instead.



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

Certification Corner



Lesley Quezergue

PMP

David Bourgeois

PMP



Employee Learning Program

Employee 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.

ADP Mobile App SSO

TekSynap is excited to announce that the ADP Mobile Application is now available for TekSynap employees. This will allow our employees to manage their ADP account on the go from their phones and/or tablets.

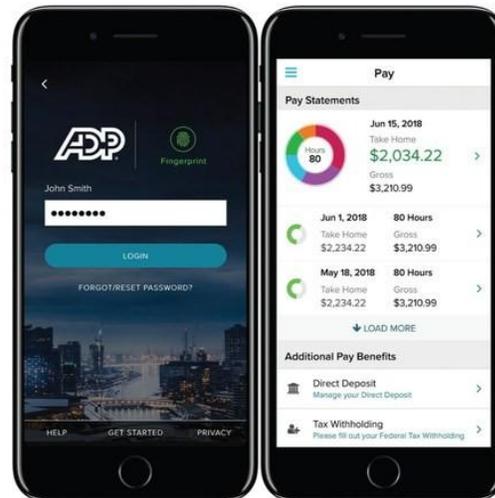
ADP Mobile App Setup Process

[BMS 7.18.0 ADP Mobile App Setup](#)

[Video](#)

[BMS 7.18.0 ADP Mobile App Setup](#)

[PDF Instructions](#)



We are also pleased to announce that TekSynap's Skillsoft/Percipio Training is now available through Microsoft Teams. Instructions that will guide you through how to access both are below, please reach out to support@teksynap.com if you have any questions.

Skillsoft for Microsoft Teams

[Skillsoft Access Request](#)

[BMS 7.19.0 Skillsoft for Microsoft Teams PDF Instructions](#)

Referral Program \$\$

TekSynap offers employees \$3,000 for candidates that fill a cleared position and \$1,000 for non-cleared positions.
Please visit the employee portal [here](#) to learn more.



Open Positions

DLA ESS Columbus, OH
CyberSecurity Engineer

DPAS Camp Hill, PA
IT Business Analyst
Software Developer

DLA ESD Multiple Locations
IT Support Specialist

DLA ESD San Antonio, TX, New Cumberland, PA and Warner Robins, GA
Computer Operator

NETOPS Multiple Locations
Sr. Network Engineer

DEOS Ft. Meade, MD
Infrastructure Engineer

DOT EITSS – Washington, DC
Service Catalog and Request Manager
Junior Developer/Business Analyst/Forms Developer (**Massachusetts**)
ServiceNow System Administrator
SAS System Administrator
Zoom Application Support Specialist

NRC BPA MAS
Senior Data Analyst

NRC-SNCC
Sr O365/Azure System Administrator

Senate ITSC – Washington, DC
Technical Consultant
Sr SharePoint Developer/Admin
Installation Desktop Technician
Help Desk/Break-Fix Specialist

Wireless
Site Manager
Jr Wireless Engineer
Project Manager
Wireless Operations Center Engineer
Configuration Analyst
Sr Network Engineer
Network Engineer



Please email your referral resumes to careers@teksynap.com

Be careful, do not over contribute to your 401k

2021 IRS Retirement Plan Limits

Employee 401(k) contributions for plan year 2021 will once again top off at \$19,500 with an additional \$6,500 catch-up contribution allowed for those turning age 50 or older.

For more information, please visit the IRS site, [here](#).



What are the common causes of delays when obtaining a Security Clearance?

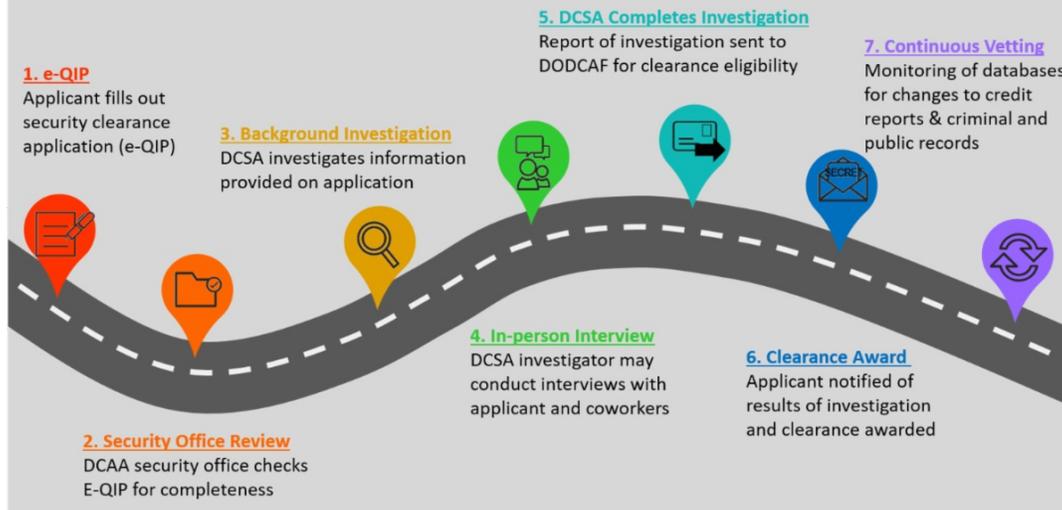
The security clearance process is a lengthy one and is dependent on many factors. The application, the investigation, and the adjudication are the 3 phases that the clearance process follows. Below are some common delays found in the three phases:

1. The Subject interview is not being completed because the individual is not available.
2. The SF-86 is missing critical information and the investigator will need to obtain that information
3. The SF-86 contains inaccurate information
4. The fingerprint submission is having issues
5. The SF-86 displays serious security issues and risks

The TekSynap Security team reviews all e-QIPs for completeness prior to submission to ensure no/minimal delays. If you have any questions, please contact

Security@teksynap.com.

Road to Your Security Clearance



Anniversaries

Nine Years

Kellie Dorgan
Antwan Glover

Seven Years

Lonny Legrand

Four Years

Wayne Wisneski
Edward Stroebel
Jennifer Neish-McMurdy
Thomas Pollock

Three Years

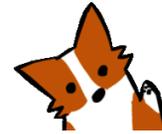
Kathy Lincoln
Leonard Newman
Arland Smith
Carroll Ridenhour
David Brunner
Dominick Ditcharo
Errol Graham

Welcome, New Employees!

Tessa Horner
Krystal Allen
Shelby Ritch
Jonathan Tobar
Terrance Sullivan
Michael Smith
Kevin Winz
Danelle Conway
Colton Crane
Damon Lagos
Mark Covey
Kevin Reynolds
Andrea Warsewich
Matthew Lents
Benjamin Moore
Kurt Creech
Kyle Lu
Andre Mickens
Connie DeYoung
Edwin Ortiz

Ivan Amankrah
Jeffrey Golden
Jeremy Johnson
Jhonny Quispe
Matthew Strout
Michael Thurston
Mohamed Ali
Mohammad Khan
Neri Dominguez
Ricky Latney
Samuel Tinsley
Sandra Wright
Timothy Clarke
Willie Smith
Ashley Frederick
Christopher Ray

Andre Littlejohn
Steven Pashal
Joshua Kahue
Abdifatah Gaal
Edward Fong
Sunanda Adla
Nicole Moncayo
Dalton Ary
Richard Lucht



Two Years

Dat Huynh
Pablo Briones
Jason Choi
Ryan Fondren
Arun Kapoor
Brian Jenkins
Bryan Gaylord
Christian Dolan
Daquante Martin
David Crumm
Dominique Williams
Erin Biggers
Ernest Sanford
Guy Gibson
Ivy Whitehouse
James Butler
Jeffrey McQuate
Kenneth Summers
Kevin Persels
Nicholas Allen
Parker Hoppens
Ranjit Dhillon
Roberta Dean
Steven Niemeyer
Thomas Seay
Timothy Carpenter
William Schafer

One Year

Alexander Libby
Jeffrey Talarico
Cathryn Mach
Dave Nguyen
Emily Fox
Robert Castillo
Satyaveni Vaddavalli

Kristi Germain

Christopher McKoy

Marvin Huber

John Brown

Kevin Patillo

Joseph Neish-McMurdy

Marcelo Alejandro

Victor Doan

Jason Walton

Patricia Moyles

Rachelle Stefanik

