



# NEWSLETTER

## August- September 2017



**EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS**



Hello **Etech** and welcome to our monthly newsletter!

Do you realize that you are in the midst of something pretty remarkable? Yes, you are! Over the past twenty four (24) months **Etech** has grown by 63% .... That's right, SIXTY THREE PERCENT! The journey has been challenging, but very rewarding as we continue to expand our reach to our team members, our customers and our communities. Thank you for your commitment, dedication and willingness to lead by serving.

I believe that at the foundation of any strong company and their ability to grow is a commitment to culture. As we continue to grow, the ability to protect and enhance our culture is critical in supporting this growth. Think about our servant leadership culture and the priorities that we have set.

- Developing & retaining great leaders;
- Hiring, training & retaining great team members;
- Making time for our own personal growth through participation in structured programs & certifications;
- A commitment to developing great relationships with our customers, vendors, communities – A Trusted Advisor to all.

As we continue to grow, our servant leadership culture and twelve (12) character commitments should not just grow with us, but be the catalyst to support the growth! Culture is the collective habits of our people. It is not the aspirations of leadership, culture is not what we wish it would be or think that it is; it is what it is. However, I believe that like anything else, it all rises on the leader. Every single day, each of you impacts **Etech's** culture by the way you walk, talk, act, lead, serve and treat others.

I recently completed a book called [\*Leaders Made Here: Building a Leadership Culture\*](#) by Mark Miller. Below are some ideas presented by Mr. Miller.

- **Be Clear** – What are the key elements of your culture? How could you institutionalize these attributes? If life-long learning is a cultural norm, you could require everyone to have a personal development plan. Make no mistake, vagueness will scale and when it does, you have nothing but vagueness. Are you clear on the elements of your culture that matter most? Are you clear on the actions that can foster scale?
- **Be Selective** – You can't scale everything. I believe attempts to do so quickly look like micro-management. In his book, [\*The Power of Habit\*](#), Charles Duhigg talks about power of keystone habits – those habitual behaviors which have a ripple effect. Work to discover these for your culture.
- **Be Accountable** – If you want to scale a certain behavior, determine how you'll measure your progress. And by measure, I mean real numbers, not approximations or estimates.
- **Be Relentless** – We watched a video recently of our founder asking, reminding, and telling us the appropriate response when someone says thank you is ... what? We practiced saying "My pleasure" in groups as large as 5,000 people. The interesting thing about the video – it was pieced together from clips over a ten-year period! What are you relentlessly and tirelessly communicating regarding your culture?

**Matt Rocco**  
President/Managing Member



Wow, these are some thought provocative ideas. Please take a moment to digest each bullet and envision how it applies to your everyday journey at **ETECH** Your executive team will be spending some time on this subject as well.

There are many things we do that fall under one of these categories, but there is also more we can do! Culture is powerful – so powerful, Peter Drucker once said, “culture eats strategy for breakfast.” If we believe this to be true, then it is our responsibilities as leaders of **ETECH** to ensure that we are inspiring the culture we desire and that we are the shining example for all to follow.

Every day you will influence our culture. The question is will you be a positive or distracting influence? I believe in **ETECH**, our culture, our vision, our purpose and most importantly, ***I believe in each of you!*** practice and demonstrate the habits above each and every day. We are all leaders; won't you join me?!

Until next month, may God bless each of you and may He continue to watch over our company. Have a great day!

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## 12 Etech Leadership Characteristics

- INTEGRITY
- VALUING PEOPLE
- TEAM WORK
- ACCOUNTABILITY
- COMMUNICATION
- VISION
- ADAPTABILITY
- HUMILITY
- CREATIVITY
- TEACHABILITY
- POSITIVE INFLUENCE
- COURAGE

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## Etech Give Back Program - Blood Drive

The Nacogdoches center hosted a blood drive for the Blood Center of East Texas. The blood drive yielded 15 donations to help patients throughout our community. A big thank you to Etech Nacogdoches employees for being remarkable!



## Etech Employee Appreciation Feast – Rusk

Some of Etech's best and brightest were treated to a BBQ Feast. Thank you to Etech UB Team for all you do to support us – You're GREAT!!

Rusk Etech works hard together as a team to meet and exceed campaign goals in which they surpassed set expectations in selling upgrades and providing the best customer service.

Work Hard, Play Hard – Go Rusk!



## Pie your CCO

When Etech sets goals, we do everything in our power to accomplish them. Jim Iyoob made a commitment to the EMS team that if they met their goals for the month, he would take a pie to the face. Our EMS team is projected to hit their goals for this month, and Jim is holding up his end of the deal. Way to go EMS!



## Etech Give Program - Back to School

Etech Nacogdoches employees donated school supplies to Azleway Children's service. Thank you to all of those who participated!



## Red FM – Corporate Hungama – A WLB Gandhinagar Initiative

The local FM radio team visited the Gandhinagar center and helped us organize one of our biggest ever event. Just as the pictures say, it was a huge success. The theme for this event was team building and Etech shined bright in every activity! The feedback we received from the people present was heartwarming! WLB team will keep coming back with events like this.



## Training Class at Palm Beach Center

We are happy to welcome a new training class in August at the Palm Beach Center. Pictured here (L to R) are Wayne Etienne, Fredline Sanon, Jonathan Gray, Trainer-Danny Garrett, Javaris Knight, and Shomari Nattoo.



## Etech Rusk Family Cookbook



## Etech Tuition Reimbursement

The Nacogdoches center hosted the Spring 2017 Tuition Reimbursement ceremony. Leaders and agents joined the celebration to congratulate those who have successfully juggled both school and work. In the Nacogdoches center alone, we gave out over **\$14,000** to 10 employees. Etech has dispersed just over \$930,000 in tuition reimbursement since the start of the program. Etech's goal is to reach the 1 million dollar mark, and we need your help! If you are currently enrolled in school or plan to attend school in the future, please take a look at our full tuition reimbursement policy in the employee handbook for the details of the program.

The following employees were participants in the spring 2017 tuition reimbursement ceremony: Danisha Chatman, Aubrey Fuller, Dagan Gose, Madison Harris, Emily McMullen, Blake McMullen, Eric Moreno, Adraianah Pate, Jessica Richardson, Gordon Trott III, & Kierra Chancey.



## Contest Winners from Training Class



## Lufkin Tuition Reimbursement For Second Quarter

Jose Polanco was rewarded with Etech's tuition reimbursement for all his hard work at school.



## Rewards and Recognition – Dallas



## Rewards and Recognition – Nacogdoches

Etech Nacogdoches enjoyed an Aloha themed R&R. Employees had the chance to enjoy each other's company over some great food and games. They were also able to win some awesome prizes!



### Sales Contest Winners - Dallas



## Announcements



### **Brianna Price - Receptionist**

Brianna Price was born and raised in Washington State, as Brianna Guerrero. She met and married her husband, Steven, in 2008, before his first tour to Afghanistan. Following his return, they moved to a Seabee base in Port Hueneme, California, then to San Diego, four years later. The two decided to move to Lufkin, Texas, when Steven's enlistment was up in 2014. The beautiful East Texas scenery resembled their hometowns in Washington, with the added luxury of a warmer climate.

Bri, as she prefers to be called, has a passion for "geeking out" over her many favorite series and books. She also enjoys camping, fishing, four-wheeling, and nights with her husband and friends around a camp fire. Bri and her husband have three Pomeranians they enjoy spoiling, and a cat that enjoys stalking their dogs.

Bri started at Etech in October of 2015 as a Customer Service Representative, where she ultimately finished the seasonal campaign as MVP. She then moved to other challenging campaigns where she finished her Aspiring Leadership Program and became a team mentor. As a positive team player, her ultimate goal is to move up in the company to a position that would help future agents in the company. Her new position is Lufkin's daytime receptionist.

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### **Dana Thorn - HR Specialist**

Dana Thorn is our new HR Specialist. Although working out of the Lufkin Center, she works with leaders in all onshore centers to coordinate the leadership screening and onboarding process for potential candidates. She is also the primary person responsible for conducting exit interviews for all 5 centers.



Dana is a Nacogdoches native who has been with Etech for two years. She has a BA in Marketing from SFA, as well as years of experience in customer service and human relations.

She has been married to James Thorn for almost 8 years. Their youngest children are seniors in High school and Dana is looking forward to watching them soar on their own! In her spare time, Dana enjoys cooking, working out and family time. She looks forward to using her years of experience in her new position as she furthers her career here at Etech Lufkin.



### **Joshua Robinson - Senior Account Leader**

Josh, was born in Dallas Texas and is third oldest of seven kids. He spent his youth growing up down the road in Jacksonville Texas. His desire to be close to home lead him to go to school at SFA which eventually directed him towards ETECH. He has been with Etech for over 12.5 years and has worked on many campaigns including spending 2 years in India. During his time at Etech he is always working hard and doing everything he can to ensure that the campaign and Etech are successful. During his spare time he enjoys hanging out with friends, playing video games (Destiny), and is a huge Dallas Cowboys fan. (Go Cowboys!) He also is a big movie buff!

**Sharmion Quarles - HR Coordinator**

Sharmion Quarles has moved into the position of HR Coordinator. She is now the primary point of contact for Lufkin employee relations issues, orientations, policy questions, job postings, Sales Coach testing, Give Back service projects, reasonable accommodation requests and other HR support. The Lufkin Receptionists and HR Admin report to her.

In addition to over 3 years of staffing/recruiting, human resources, and sales experience, Sharmion is currently pursuing a degree in Human Resource Management. In her most recent role as HR Specialist for Etech, she improved our exit interview process and coordinated the leadership interview/screening process by conducting prescreens and checking references and was the liaison between Etech and potential candidates for onshore locations. She is currently pursuing a degree in HR Management.

Sharmion is a native Texan who graduated from Newton H.S. and then moved to Nacogdoches. She is the mother of two beautiful daughters, Jaydah and Aubree. She enjoys a good nap, reading, cooking, singing, outdoor activities, and spending time with family.

Favorite Movie: Clueless! (She says she loves the 90's!)

**Morgan Hayter - Senior Account Leader**

Born in Nacogdoches, Morgan grew up in Austin before returning once again to his hometown and joining the Etech team. After his time as an agent on 3 different campaigns, Morgan moved into the training department and then joined the operations team. During his time at Etech Morgan feels blessed to have learned valuable skills, lessons, and experience from each of the agents and leaders he gets to interact with every day! He looks forward to doing his part to further the continued success of the campaign in his new role.

During his free time Morgan enjoys sports (ping pong and basketball), new foods, music, and plastic tiny toy motorcycles.

**Emily Moore - Account Leader**

Emily first joined Etech in 2015 and has since been dedicated to improving Etech and growing the one of premium C2C campaigns. She was heavily involved last year during the Hunger Games which helped us win a lot of new work. Now as we expand to our Dallas center she will be heavily involved in the success of the Dallas expansion. Ultimately, Emily will be relocating to the Dallas center to champion its success and growth. Throughout her leadership role on the campaign Emily has continually invested in the development of those around her as well as herself. I have seen Emily grow so much as a leader, her dedication and commitment to this campaign help us continue to grow. Emily is a servant leader and is willing to do what it takes to develop her people and drive performance. I cannot wait to see all accomplishments yet to come!



Emily was raised in East Texas and has lived in Nacogdoches since 2013. In her free time she enjoys cooking, shopping, visiting family, & spending time with her husband.



**LaMarcus Wallace - Assistant Director of Recruiting for our Onshore and Near shore**

Etech has been committed to the development of its people and supports the vision of making a remarkable difference for our people, our community and our customers. It is truly amazing to be a part of an organization that places “valuing people” as one of its core character commitments.

With that spirit in mind, we are thrilled to announce the promotion of LaMarcus Wallace to Assistant Director of Recruiting for our Onshore and Near shore. LaMarcus rejoined Etech in March of 2017, and has helped to transform our Recruiting Team exponentially through impeccable social branding and strategic relationship building.

As our Assistant Director of Recruiting, LaMarcus will be responsible for leading our Onshore and Near Shore Recruiting teams to consistently exceed client and Operational expectations, and he will continue to promote a healthy working relationship between Recruiting and Operations.

LaMarcus is always willing to take a challenge head on, He loves to learn new things, and has the will and determination to excel to new heights!

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**Jacob Shipp - Assistant Manager - Incentives and Facilities**

We are blessed with the opportunity to make a remarkable difference for our people, our customers and our communities.



With that in mind, please join me in welcoming Jacob Shipp to our organization as Assistant Manager - Incentives and Facilities. In this role, Jacob will serve our Etech team members by assisting with the management of Etech’s Facilities in the US and Incentive Programs in the US and Jamaica. He will report to Dagan Gose.

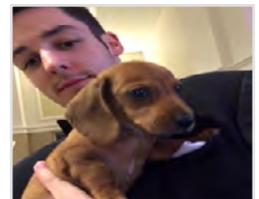
Jacob graduated from Nacogdoches High School in 2008. Shortly after graduation, he enlisted in the United States Navy, where he served for five years aboard the USS Iwo Jima as an Electricians Mate. Jacob is currently pursuing a degree in Finance at Stephen F. Austin State University. In his spare time, Jacob enjoys playing golf and attending SFA athletic events.

Jacob looks forward to getting to know the Etech family as he assumes his new position!

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**Dagan Gose - Senior Manager - Incentives and Facilities**

We are blessed with the opportunity to make a remarkable difference for our people, our customers and our communities. I am honored to be part of an organization that focuses on identifying and developing talent and truly exemplifies Etech’s character commitment of “valuing people”.



With this in mind and to further build our Etech brand, I am excited to announce the promotion of Dagan Gose to Senior Manager - Incentives and Facilities. In this role, Dagan will have overall responsibility for all Team Member Incentive Programs in the US and Jamaica and the Facilities Departments in all US Centers. We are excited about the opportunity to further enhance our Etech brand by combining these departments under Dagan’s leadership.

Dagan joined Etech in October 2015 in the Incentives Department. He immediately established himself as a hardworking and creative individual and was soon promoted to manage the Incentives Department. Dagan loves working with his team to make Etech’s incentives exciting and events grand. We look forward to expanding Dagan’s results-oriented servant leadership to our Facilities Department.

Dagan is pursuing a degree in Interior Design at SFA, which he is passionate about! In his spare time he enjoys Crossfit training, cooking, time out with friends, and spending time with his family, including his new puppy!



**Rutesh Dave – Sr. Trainer**

Rutesh started his career at Etech as an Online Chat Representative in November 2012. His commitment towards excellence and dedication were hard to miss which provided him with a stepping stone towards the leadership profile, and he was promoted to the role of Assistant Coach Intern in October 2013.

He was a part of the operations team for 9 months during which he not only managed a team ranging from 9-14 individuals, but also actively contributed to process improvement and assisted with training team members. He moved to Learning and Development team beginning October 2014.

Rutesh has an extensive experience in customer services industry which spans from direct customer interaction to chats and a duration of more than 7 years. His leadership journey started from the city of Perth located in Western Australia. He has a sound knowledge of the intricacies of customer service management, service delivery, conflict management, training and coaching as well as process improvement. His strengths are excellent communication skills, dedication towards achieving the objectives, and sound reasoning. In his spare time, he likes to read, listen to music, and travel.

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**Anupama Patel – Trainer**

Anupama joined Etech in 2014 and is an invaluable member of the Learning & Development team. Her years of experience in BPO industry gives her an overall understanding of how to improve customer satisfaction, and her ability to motivate her team has led to her continued success in Etech.



Anupama has always shown initiative in the performance of her duties, even going above and beyond what is expected of her, in order to ensure that Etech delivers the expected outputs, well before their respective deadlines.

In her new role, Anupama will be responsible for training the new hires and existing consultants. She will be closely involved in the formulation of training plans, with particular focus on the process she is working with.

Anupama is a travel enthusiast and when not working you would find her planning for her next trip. She believes in the quote by Gustave Flaubert - Travel makes one modest, you see what a tiny place you occupy in the world. Sometimes she would also try her hands on cooking new recipes and catch up on missed readings.



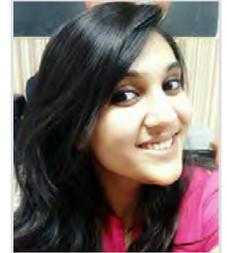
**Marvin Moodie - Asst. QA lead**

Marvin joined Etech in 2013 as a sales agent and after six months was promoted to the position of Sales Supervisor. He is currently leading three revenue programs for our EMS Division. During his tenure at Etech, he has gone through number of training programs which helped him grow professionally and into a mature young man.

When not at work, Marvin loves spending time with his lovely wife, his dog (Sam) and cat (ginger). He plays soccer, attends to his farm, reads a lot and most of all is very passionate about God and what he did in his life.

### Meenakshi Shah - Trainer

Meenakshi started her career at Etech as an Online Chat Representative in May 2013 and has been a part of Etech ever since. In the last two years, she has been taking care of English language and soft skills trainings at Etech, Gandhinagar. She has grown as an individual and as a leader in these years and is committed to making a remarkable difference along with her team.



During her Tenure with Etech, she has extended her support to multiple campaigns in terms of Product, Language & Soft Skills. She brought with her energy and enthusiasm that she has continued to use while leading her employees to consistently improve their performance.

In her new role, she will continue to Train New Hires and will additionally be responsible to work on the Training Material per the process requirements.

In her spare time, she enjoys spending time with her loving husband, her family, her friends, and music.



### Meru Dixit - Trainer

Meru joined Etech in 2014 as an Online Chat Representative for a Click to Chat program, and was successful in delivering quality results. Looking at his dedication and expertise he was selected as an Assistant Trainer for Learning & Development team the next year. He played a key role in delivering quality results in the Classroom Trainings and Incubation. During his tenure as an Assistant Trainer, the interaction was not

limited to take care of Incubation batches but he also participated in conducting multiples trainings for the floor team members.

Meru is also a Certified CEF Trainer and is also an Internal Auditor. In this new role, he will continue to Train New Hires and will be responsible to implement the training plans in coordination with the client to ensure expectations are met.

He is a sports lover and spend a lot of time playing outdoor games. His other hobbies includes Travelling, Swimming, and he spend a lot of time watching his favorite football team Chelsea FC play.

## Etech Give Back Program - CWCJ Mentor Class

“Our leaders are very busy; however, they are never too busy to take time out to give back to their community.

Matthew Cole, Kimberly Herrera, Josie Fox, and Nathan Ketchen attended a CWJC mentor class.”



## Etech Give Back Program – Blood Donation Camp at Vadodara

*Gift Blood. Gift Life. Every drop you donate, saves a life.*

Living by the above words, Vadodara Corporate Social Responsibility team and SSG (Shri Sayajirao General) Hospital successfully organized a blood donation camp on 29th August, 2017. The camp was visited by 40 interested donors who contributed 25 units of blood to SSG hospital. The donated blood units will be given to the underprivileged patients who can't afford exclusive medical aids.

We appreciate all the donors and volunteers, who participated in this camp.

Without their support and participation, this camp wouldn't have been successful.

Please join us to appreciate the life savers for making a remarkable difference within our community.

Watch our smiling heroes.



## The Great Prize Giveaway!

This month brought "The Great Prize Giveaway" for both our agents and leaders. Etech provided two 55 "Smart TVs - one for our leaders and one for the agents to win based on schedule adherence.

Although many had their names in the drawing, our big winners were Kimberly Phillips (Leader) and James Carlie (Agent). Congratulations to our winners and for all those who worked hard to deliver. Also, Thank you to Michael Alamazon, Account Leader, and Etech for such fantastic prizes.



## Food and Fun and Awards Fiesta at Etech Vadodara

*We should enjoy food and have fun. It is one of the simplest and nicest pleasures of life – Julia Child*

Etech Vadodara hosted their Food and Fun Fiesta celebration which was a day for everyone full of fun, music, games and food.

We heartily thank all our team members who kept aside their other engagements and came to attend this wonderful celebration. None the less to mention the brilliant team of hosts, performers and everyone from the organizing team who made it a huge success.

Celebration included dance, music, loyalty rewards, rewards and recognition, remarkable coach recognition and L3 certification winners.

Someone truly said that life gives us small moments with each other but sometimes in those brief moments we get memories that last a lifetime.



## Independence Day Celebration – Vadodara

India marked its 71st Independence Day on 15th August, 2017, and Etech Vadodara was all excited to celebrate it with great patriotic fervor and spirit befitting the occasion. This special day brought all the colors, culture and diversity of our people together under one roof. Team members adorned traditional attire displaying colors of Indian Flag along with face painting.

Celebrations extended past midnight. People relished their favorite dishes with friends and colleagues. We concluded the day with fun activities on floor wherein team members enjoyed participating and winning the goodies.

Everyone enjoyed throughout the day!



## Etech Give Back Program - Adopt a Highway Article

On Wednesday, September 20th, Etech Nacogdoches employees participated in our Adopt-A-Highway trash clean up.

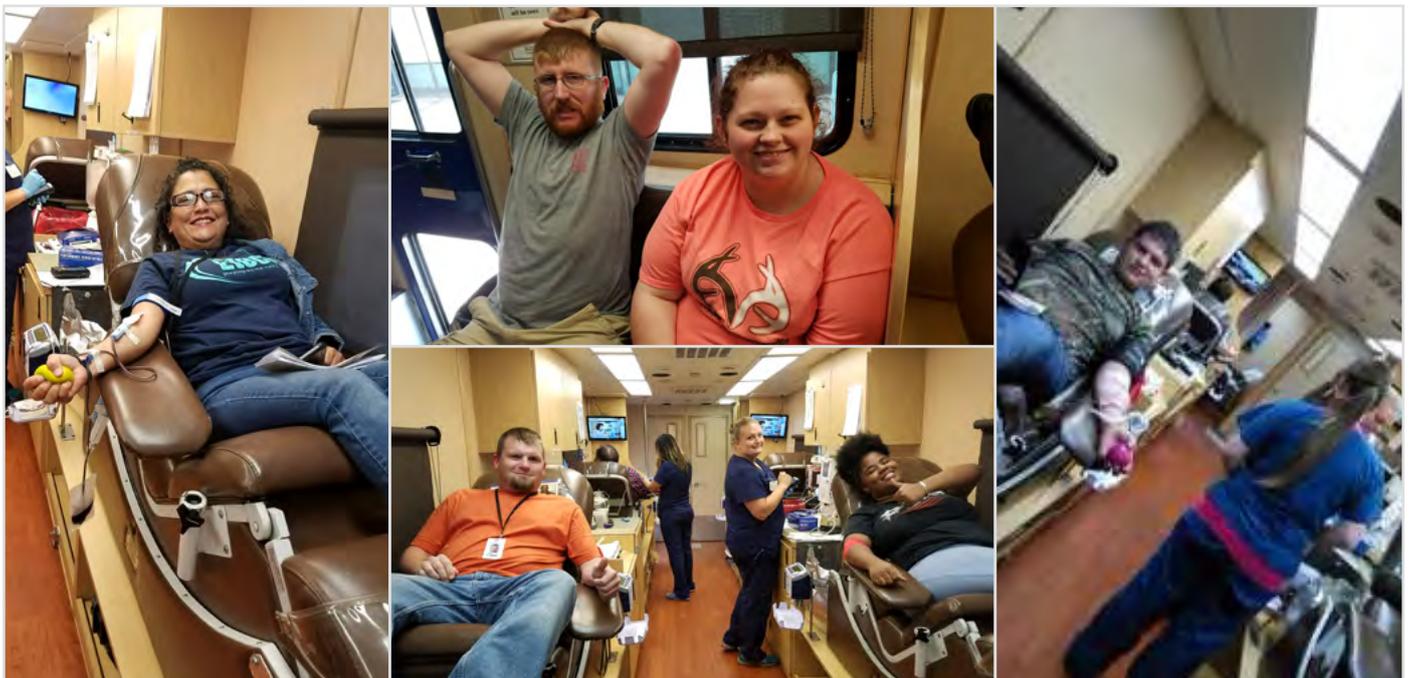


## Etech Give Back Program - Back to School Supplies



## Etech Give Back Program - Lufkin Blood Drive

Etech Lufkin helped out their fellow man, when the Gulf Coast Regional Blood Center brought their donation bus. We had a total of 19 people donate that day, and each successful donation was rewarded with a coupon for a free pint of Blue Bell Ice Cream!



## Etech Give Back Program - Lufkin Volunteers

On Friday, September 1st, Etech Lufkin came together and donated their time at the Lufkin Hampton, for the refugees of Hurricane Harvey. Agents and leaders helped go through and divide massive amounts of donated clothes, toys, food and toiletries to be handed out to the hundreds of people that resided within the four separate hotels on the 59 South. Our very own Brandon Cham donated and cooked, with the help of Garrick McCoy, enough brisket for 300 people and our Etech team helped serve it at the Holiday Inn.

In the picture below, you can see Yesenia Zamarripa, Sharmion Quarles (HR Generalist), and Mary Varnado, are serving in the soup line. Brisket, tortillas, rice, beans, soups, desserts, corn bread, and white bread were just the major items on the menu for the hungry and grateful refugees. Throughout the last week, Etech Lufkin has really stepped up and come together in their community to help give back to those affected. As Mother Theresa once said, "I alone cannot change the world, but I can cast a stone across the waters to create many ripples." Great job, Etech team!



## Etech Remembers 9.11

On September 11, 2017 Etech Nacogdoches held a brief ceremony in remembrance of those affected by the events that unfolded on September 11th 2001.



## Etech Give Back Program - Donations For Harvey

During the week following Hurricane Harvey, Etech Lufkin and Nacogdoches pulled together and donated hundreds of dollars worth of desperately needed supplies. They were dropped off at Drewery Construction in Nacogdoches, as they were coordinating a large scale effort to transport items down to Houston.



## Etech Give Back Program – Nacho and Bake Sale

On September 6, 2017 the Nacogdoches Community Action team held a bake sale and nacho sale in order to raise money for victims of Hurricane Harvey. They were able to raise \$500! 100% of the proceeds from this sale will be used to purchase formula for kids that are currently being housed at Nacogdoches hotels and other supplies for those families in need. Thank you everyone!



## Etech Give Back Program – Hurricane Harvey Fundraiser

Etech Nacogdoches held a raffle ticket drawing to win an Amazon Echo and also a \$25 Amazon Gift Card. All proceeds are being donated to those affected by Hurricane Harvey.

Ashley Johnson was the winner of the Amazon Echo and Josh Robinson won the \$25 Amazon Gift Card.

Thank you to everyone who purchased a ticket or donated in any way.



## Etech Idol

On September 14, 2017 employees had the opportunity to participate in the Annual Etech Idol event. There were plenty of talented acts. Thank you to everyone who took part in the event, and also to the winners. Frejai Dimery-Tate placed 3rd, Greshun Williams received 2nd place, and 1st place was awarded to Kejon Williams.



## Solar Eclipse

Agents and leaders alike used their breaks between 12 PM and 1:30PM to take a look at the solar eclipse on Monday, August 21st. Though the Lufkin center has been battling swarms of love bugs on a daily basis, people perilously stood in the hoards to catch a glimpse of the astrological phenomenon. Brandon Chambers got an amazing picture using his phone and his specially bought eclipse glasses over the camera lens, to catch this breathtaking image of the moon over the sun. A sense of community took over the Lufkin center when people that had bought glasses, gladly shared them with other who hadn't. Below, Kelly Gilbert observes through borrowed lenses while DeNeen Schoubroek and Jessica Moser(Recruiting), discuss the safety precautions of using the lenses.



## Serving the Community

Etech believes in the strength of community. These three Etech leaders (l to r), Kevin Pratt, Kaylene Eckels, and David Carrizales serve on the Advisory Board for the Boys & Girls Club. Kaylene and David for Nacogdoches, and Kevin for Lufkin. They are pictured here with Boys & Girls Club President Steve Davidson (center). Etech has supported these clubs in Nacogdoches & Lufkin for many years.



## Lufkin Super Hero Day

During the week of September 4th-8th, Etech Lufkin celebrated the first official game of the NFL season by having a theme week. Complete with National Cheese Pizza day on Tuesday, and football day on Thursday, some of our agents really got into the spirit of things. Below, you can see Cara Williams, sporting a colorful sombrero on hat day! We even had a football cake, made by Mary Varnado, on Thursday to celebrate the first game of the season! To end the week, Lufkin hosted a contest for the center's best Superhero outfit, and we had two people tie for first, Zenobia Horn(Clear) and Tonja Romano, and Antwoinette Johnson came in second. Etech Lufkin is ready for the 2017 NFL season!



## Keep Nac Beautiful!

On Wednesday September 6, 2017 Etech was presented with the 2017 Litter Abatement Volunteer Award from Keep Nac Beautiful for their participation during the annual Blueberry Festival.



## Etech Employee Development Program – New Leaders Assimilation Program

On August 25, the Nacogdoches Center congratulated the following leaders on completing New Leader Assimilation.



## Training Batch Graduation

The Lufkin call center welcomed and celebrated their new agents. The class had a 100% test call rate, meaning that every person in the class completed their test calls with flying colors! Great job everyone!



## Etech Employee Development Program - Aspiring Leader Graduation

Pictured you will see Shem Delafied, Kejon Williams, Amy Radney, and Camary Wright. This is the Aspiring leaders September graduation class.



## Etech Dallas 3Q Road Show



## Breast Cancer: What You Need to Know

Cancer is a disease in which cells in the body grow out of control. When cancer starts in the breast, it is called breast cancer. Except for skin cancer, breast cancer is the most common cancer in American women.

Breast cancer screening means checking a woman's breasts for cancer before she has any symptoms. A mammogram is an X-ray picture of the breast. Mammograms are the best way to find breast cancer early, when it is easier to treat and before it is big enough to feel or cause symptoms.

**Most women who are 50 to 74 years old should have a screening mammogram every two years.** If you are 40 to 49 years old, or think you may have a higher risk of breast cancer, ask your doctor when to have a screening mammogram.

### ***Some things may increase your risk***

The main factors that influence your breast cancer risk are being a woman and getting older. Other risk factors include—

- Changes in breast cancer-related genes (BRCA1 or BRCA2).
- Having your first menstrual period before age 12.
- Never giving birth, or being older when your first child is born.
- Starting menopause after age 55.
- Taking hormones to replace missing estrogen and progesterone in menopause for more than five years.
- Taking oral contraceptives (birth control pills).
- A personal history of breast cancer, dense breasts, or some other breast problems.
- A family history of breast cancer (parent, sibling, or child).
- Getting radiation therapy to the breast or chest.
- Being overweight, especially after menopause.

### ***Symptoms***

Some warning signs of breast cancer are—

- New lump in the breast or underarm (armpit).
- Thickening or swelling of part of the breast.
- Irritation or dimpling of breast skin.
- Redness or flaky skin in the nipple area or the breast.
- Pulling in of the nipple or pain in the nipple area.
- Nipple discharge other than breast milk, including blood.
- Any change in the size or the shape of the breast.
- Pain in the breast.

Other conditions can cause these symptoms. If you have any signs that worry you, call your doctor right away.

### ***Can't afford a mammogram?***

If you have a low income or do not have insurance and are between the ages of 40 and 64, you may qualify for a free or low-cost mammogram through CDC's National Breast and Cervical Cancer Early Detection Program. To learn more, call (800) CDC-INFO.

### ***More Information***

[www.cdc.gov/cancer/breast/](http://www.cdc.gov/cancer/breast/) • (800) CDC-INFO (800-232-4636) • TTY: (888) 232-6348

National Center for Chronic Disease Prevention & Health Promotion Division of  
Cancer Prevention & Control



## Lufkin Boys & Girls Club Bingo- A Night In Napa

“Etech has always been a leader in giving back and serving our community.” Those words come from Etech’s President, Matt Rocco. Pictured here are leaders attending the annual bingo night in August to support and raise funds for the great work of the Lufkin Boys & Girls Club. Representing Etech that night were David & Andi Carrizales, Kaylene & Jonathan Eckels, Ronnie & Mary Mize, Kevin & Nancy Pratt, and Jessica Richardson.



## Winning Culture Survey Initiative - Internal Job Fair



## Trainer Danny Garrett in the West Palm Beach Center is pictured here volunteering at the Renaissance Charter School



Clarence Miller - Winner of the Selfie Competition with his gift card

Wireless Contest Winner - 55 inch Smart TV



The New Training Batch Hard At Work Preparing for the Test

Who you going to call!

Who you going to call!



Facilities-Elisa Morales

## Dallas Outbound Celebrating



## Etech Employee Development Program - Aspiring Leaders Graduation Ceremony



## Etech Dallas 9-11 National Prayer



## Congratulations Kanasha!

Assistant Training Leader Kimberly Herrera is pictured here posing with agent Kanasha Russaw. A tablet was given away as the grand prize for an overtime competition, and Kanasha won with a total of 10.32 overtime hours. Congratulations Kanasha!



Nacogdoches Trainer Michael Kelley is pictured here posing with his prize during the Rewards and Recognition ceremony drawing



## Potluck at Nacogdoches

Our trainers in the Nacogdoches center are more than just co-workers. They are a close knit family. Recently our trainers took time out of their day to have a special potluck and to catch up



## Dress up Tuesdays!

Our Rusk teams enjoyed a FUN month of Dress -Up Tuesdays. Here are a few that joined in on the fun.

Cowboy Day was great fun - Giddy U! Twin Day, we had several participate, some were even triplets.

Nerd Day was our next Dress Up Tuesday - truthfully, most of us came as we would dress every day. It doesn't take a special day for us to dress like a nerd.



## Etech Give Back Program - Habitat for Humanity

Nacogdoches center leaders and agents pitched in on 10/07/17 to help a family in need. Global Director of Training Matt Cole led the morning crew while HR Coordinator Sara Donaldson assisted the afternoon team. This really showed that everyone at Etech from top to bottom is willing to lend a hand to a good cause. We had a great time, and even learned a few new skills.

The big task for the day was cutting and putting up drywall. We split up, with half the team taking care of the cutting, while the other half focused on mounting the drywall. It was awesome seeing people from different departments pull together on a project like this. By the end of the day, we looked just like pros with how fast we were getting things done!



# SLOW DOWN. SPEED MATTERS.

## YOUR DECISIONS DRIVE YOUR SAFETY

Speeding has been a factor in nearly 1/3rd of U.S. crash deaths every year since 2005.<sup>1</sup> Speeding isn't just going faster than the posted limit. Whenever you drive too fast for the road and/or weather conditions, you're speeding. Speeding itself is dangerous, and even more so when combined with other risky driving behaviors.

WHY SPEEDING IS A BAD IDEA



**1.5 seconds.** Average time it takes most drivers to react (under the best conditions)



**3 seconds.** Reaction time of driver who is fatigued, distracted, or impaired by drugs or alcohol



**Braking.** The faster your vehicle is going, the farther you will travel while processing what is happening... and it will take longer to stop.



**Loss of vehicle control.** Motor vehicles are more difficult to maneuver at higher speeds – especially on corners or curves or where evasive action is necessary.



**Higher speed = more severe crash.** The higher the speed, the greater the energy that must be absorbed by the impact in a crash.



**Safety device effectiveness.** Air bags, seat belts and other features such as crumple zones and side member beams don't work as well at higher impact speeds.



**Injuries and death.** The higher the speed, the higher the risk of crash and injury. If overall speeds are reduced by just 3 mph (5 km/h), the number of injury crashes could be reduced by about half.<sup>2</sup> For pedestrians, the average risk of death is 10% at an impact speed of 24.1 mph (38.8 km/h), 25% at 32.5 mph (52.3 km/h), 50% at 40.6 mph (65.3 km/h), 75% at 48.0 mph (77.3 km/h), and 90% at 54.6 mph (87.8 km/h).<sup>3</sup>



**Expense.** Speeding tickets can lead to higher insurance premiums, as well as license suspension, criminal record, or even loss of job.

### DESPITE THE RISK

**45%** of drivers said they had driven 10 mph over the speed limit on a residential street in the past month.

**48%** said they had driven 15 mph over the speed limit on a freeway.<sup>4</sup>

## 5 TIPS TO AVOID SPEEDING

- 1 **Plan your route.** Advance planning saves far more time than speeding, and you'll be less likely to feel the need to speed.
- 2 **Keep an eye on the odometer.** When you do the recommended mirror-sweep every 5-6 seconds, look at the odometer so you can avoid accidental speeding.
- 3 **Use cruise control selectively.** Set cruise control to a legal, safe speed, taking into account current driving conditions. Using cruise control is NOT recommended for driving on city streets, in heavy traffic, on hilly or curvy roads, or on slippery, wet, snowy, or icy roads.
- 4 **The music you listen to could influence your speed.** Consider a driving playlist or tune in to music designed to reduce stress and help you slow down.
- 5 **Consider fuel efficiency.** Speeding, rapid acceleration and hard braking can lower fuel economy by 15% to 30% in highway driving and 10% to 40% in urban driving.<sup>6</sup>

## IS SAVING TIME BY SPEEDING REALLY WORTH IT?

AAA computed how much time it takes to make a 30-mile trip at different speeds.<sup>5</sup>



## WARNING SIGNS

Most of us believe we are pretty good drivers, and that it's the other drivers out there who are causing the problems. But year after year, an annual AAA survey<sup>7</sup> finds many drivers admit to engaging in the same dangerous behaviors that they criticize as being "unacceptable" in others. Pay attention to warning signs about your own driving practices. Things like:

**A SPEEDING TICKET OR WARNING FROM AN OFFICER.** Use the experience as a warning sign that you may have developed habits that are in need of adjustment.

**COMMENTS FROM PASSENGERS.** Have you been blessed with a back-seat driver in the family? As annoying as that can seem, they may be telling you something you need to hear.

**A CLOSE CALL.** Have you had to hit the horn, make a hard stop or swerve to avoid a collision? Analyze the situation to see what you can learn from any mistakes you may have made that contributed to the "close call" and prevent it from becoming a crash.

**'TYPE A' PERSONALITY.** Are you goal-oriented, have a constant sense of urgency and dislike unproductive time? While these traits may be beneficial to your career, they could put you at greater risk for a crash.<sup>8</sup> If this sounds like you, be mindful of the personality traits that could increase your risk of speeding and think ahead of how to mitigate them.

<sup>5</sup>IHS Fatality Facts, February 2016, <http://www.ihs.org/ihs/topics/t/general-statistics/fatalityfacts/overview-of-fatality-facts> <sup>6</sup>Koeden CN, McLean AJ, Glonek G [2002]. Reanalysis of traveling speed and the risk of crash involvement in Adelaide South Australia. Road Accident Research Unit, the University of Adelaide. <sup>7</sup>Traff BC [2013]. Impact speed and a pedestrian's risk of severe injury or death. Accident Analysis & Prevention 50: 871-876. <sup>8</sup>AAA Foundation for Traffic Safety (2016). 2015 Traffic Safety Culture Index. Washington, DC: AAA Foundation for Traffic Safety. <sup>9</sup>Thomas, J.F., S. Huff, and B. West. 2016. Review of Measured and Modeled Fuel Consumption Changes Due to Aggressive Driving on Conventional and Hybrid Electric Light-Duty Vehicles. Internal Report, Oak Ridge National Laboratory. <sup>10</sup>AAA Foundation for Traffic Safety (2016). Speeding. AAA Exchange. <http://exchange.aaa.com/safety/roadway-safety/speeding/#.V4Pwqkrj08> <sup>11</sup>AAA Foundation for Traffic Safety. "AAA Traffic Safety Culture Index 2007-2015." <https://www.aaa.foundation.org/safety-culture> <sup>12</sup>Fatima, Batool, Naureen Munawar, and Samira Arshad. "Type-A Behavior and Traffic Accidents." Institute of Clinical Psychology University of Karachi.

## Celebrating Success

*“Your diet is a bank account. Good food choices are good investments.” Bethenny Frankel*

One of our Premium C2C operations team at Gandhinagar Etech decided to have fun with a lot of music served by the MusiEtech - The Jammers and dance sequences demonstrated by HappyFeet. The byproduct of the celebration was also a lot of dancing and plate full of food of their choice.

Kudos to those who booked their planners and attended this wonderful celebration. A wonderful Host, a Melodious DJ, and a dance enthusiastic team made the show a huge success. The celebration included a lot of music and dance, Rewards and Recognition, Goodies' distribution, Remarkable Coach certification, and promotion announcements.

Moments spent together and capturing them creates a memory forever. And this was a moment to capture. Here are some petals to cherish the wonderful bouquet.



## Customer Week at Gandhinagar

Customer Week started on an inspirational note for team Gandhinagar since 2nd October is celebrated as Mahatma Gandhi's birthday as well. The challenge given to team Gandhinagar was to use dominos in a patriotic way and symbolize it with customer service. The entire Gandhinagar team was up for the challenge and they used tricolor dominos to depict patriotism and display their affection towards the program through the symbols that they created.



Leadership team also took turns to motivate the team by explaining benefits of good customer service..

A few glimpses of the symbols:promotion announcements.Moments spent together and capturing them creates a memory forever. And this was a moment to capture. Here are some petals to cherish the wonderful bouquet.

**In keeping up with their motto of working hard and partying harder, team Gandhinagar enjoyed a delicious ice-cream treat on Thursday.**

Customer service is of utmost importance and continues to be an integral part of our business. Hence, team also took a moment to thank its customer service champions who believe in giving their best every time and consistently delivered an effortless customer experience throughout the year.

Few memoirs from the celebration:





# Happy Birthday

## OCTOBER

Dvysee Garrett	1-Oct	NAC	Thomas Mayhew	7-Oct	LUF	Nirali Meharia	13-Oct	VDR
Felicia Smith	1-Oct	NAC	Tabitha Brown	7-Oct	PAL	Mihir Parekh	14-Oct	GNR
Geri Goodwin	1-Oct	RUS	Karen Standridge	7-Oct	NAC	Manu Dwivedi	14-Oct	GNR
Kajal Chourasiya	1-Oct	VDR	LaMarcus Wallace	7-Oct	NAC	Kesha Watson	14-Oct	DAL
Patrick Reynolds	1-Oct	NAC	Eric Moreno	7-Oct	NAC	Khadijah Edwards	14-Oct	NAC
Pravin Makwana	1-Oct	GNR	Falgun Bhatt	8-Oct	GNR	Katelyn Troup	14-Oct	NAC
Sreenath Achary	1-Oct	GNR	Dhiren Modi	8-Oct	GNR	Keiarra Giles	14-Oct	DAL
Siddhant Chauhan	2-Oct	VDR	Perry Irchirl jr	8-Oct	NAC	Ankit Khangarot	14-Oct	GNR
Jeevan Jyoti Joshi	2-Oct	GNR	Jalyn Taylor	8-Oct	DAL	Chad Woods	14-Oct	NAC
Emily Brittain	2-Oct	NAC	Kapil Upadhyay	9-Oct	GNR	Wilfred Cervantes	14-Oct	HOU
Dhiraj Sharma	2-Oct	VDR	Kaili Fondren	9-Oct	LUF	Stacy-Ann JacksonSterling	14-Oct	JAM
Alexandria Husbands	2-Oct	RUS	KIM BROWN	9-Oct	JAM	Sushant Makwana	15-Oct	VDR
Beatrice Olds	2-Oct	LUF	Deserae Grant	9-Oct	DAL	Sadajia Henry	15-Oct	NAC
Breawna Nesmith	3-Oct	NAC	Equela Smith	9-Oct	DAL	Chantel Cryer	15-Oct	LUF
Dominique Morales	3-Oct	NAC	Amber Reagan-Maxie	9-Oct	NAC	Bettina Williams	15-Oct	NAC
Kewpie Garner	3-Oct	RUS	Randall Upshaw	9-Oct	NAC	Bhaumik Yewale	15-Oct	VDR
Jimmy Owens	4-Oct	NAC	Sarah Gobert	10-Oct	LUF	Kanchan Desai	15-Oct	GNR
Ravi Diwakaran	4-Oct	VDR	Umang Desai	10-Oct	GNR	Jaqualon Deckard	15-Oct	NAC
Ritesh Gajbe	4-Oct	VDR	FerozKhan Kanchi	10-Oct	GNR	Palak Makwana	15-Oct	GNR
Bhakti Thakkar	4-Oct	GNR	Brandon Brown	10-Oct	DAL	Rohan Hardikar	16-Oct	VDR
Yomar Morales	4-Oct	NAC	Deborah Calhoun	10-Oct	NAC	Letitta Jones	16-Oct	NAC
Shelby Wise	5-Oct	NAC	Balwinder Kumar	11-Oct	GNR	Jakelvin Bussey	16-Oct	LUF
Sierra Capel	5-Oct	NAC	Mikah Smith	11-Oct	RUS	Jessica Ozan	16-Oct	NAC
Tara Taleb	5-Oct	NAC	Kevin Davis	11-Oct	NAC	Billy Annis	16-Oct	LUF
Rohit Bose	5-Oct	GNR	James Iyoob	11-Oct	NAC	Gene Dean jr	16-Oct	LUF
Sadiqul Islam	5-Oct	GNR	Jessica Wainright	11-Oct	RUS	Gregory Moore	16-Oct	DAL
Arijit Sarbadhikari	5-Oct	VDR	Tonya Johnson	11-Oct	DAL	Ericka Martinez	17-Oct	NAC
Aditya Ahuja	5-Oct	GNR	Jessica Teague	12-Oct	LUF	Andrea Perdomo	17-Oct	NAC
Animeshkumar Das	5-Oct	VDR	Jagrut Dalwani	12-Oct	GNR	Michelle Parker	17-Oct	DAL
Gaurav Thakur	5-Oct	GNR	Parth Patel	12-Oct	GNR	Mohamed Abdellatif	17-Oct	DAL
Carrie Christian	6-Oct	RUS	Lisa Davis	12-Oct	DAL	Rutul Kumar Raval	17-Oct	GNR
Ashley Bjorgaard	6-Oct	NAC	Daniel Tutt	12-Oct	NAC	Shripad Sawant	17-Oct	VDR
Lisa Ploof	6-Oct	NAC	Jacobyia Ishmon	13-Oct	DAL	Shannon Mullings	18-Oct	JAM
Kanchan Mahawar	6-Oct	VDR	Agravi Mishra	13-Oct	GNR	Zachary Tagoe	18-Oct	DAL
Siddhant Jain	6-Oct	GNR	Meet Madhu	13-Oct	VDR	Kunal Kriplani	18-Oct	VDR
Vishal Dulera	6-Oct	GNR	Naina Green	13-Oct	LUF	Kalpana Soni	18-Oct	GNR



# Happy Birthday

## OCTOBER

Kamala Kanta Behera	18-Oct	VDR	Malav Raval	24-Oct	GNR	Dani Verhage	30-Oct	RUS
April Rocco	18-Oct	NAC	Luz Gomez jimenez	24-Oct	NAC	Hrishikesh .	30-Oct	GNR
Anitra Greusel	18-Oct	NAC	Kinar Paliwal	25-Oct	GNR	Jordan Stovall	30-Oct	LUF
Allyssa Mooney	18-Oct	NAC	Mayank Akhani	25-Oct	GNR	Jatin Vaghasia	30-Oct	GNR
Charles Fields jr	18-Oct	NAC	Rajitha Nair	25-Oct	VDR	Kajal Rana	30-Oct	GNR
Lorraine Tatham	19-Oct	JAM	John Scarborough	25-Oct	LUF	Maria Torrence	30-Oct	DAL
Sharita Richards	19-Oct	DAL	Keisha-Gaye Bond	25-Oct	JAM	Myra Banda	31-Oct	NAC
Santwan Munshi	19-Oct	VDR	Bhojraj Joshi	25-Oct	VDR	Priya Dey	31-Oct	GNR
Shailesh Parmar	20-Oct	VDR	Divya Nair	25-Oct	VDR	Aamil Saiyed	31-Oct	VDR
Sohil Contractor	20-Oct	VDR	Vinit Patel	25-Oct	VDR	Amy Radney	31-Oct	NAC
Tulika Ganguli	20-Oct	GNR	Wilneishia Timmons	26-Oct	NAC	Arian Martin	31-Oct	NAC
Marcella Cook	20-Oct	NAC	Shanice High	26-Oct	RUS	Rohit Tripathi	31-Oct	GNR
Abhijeet Dunakhe	21-Oct	VDR	Charmenia Thomas	26-Oct	DAL	Tomica Gillins	31-Oct	JAM
Abhishek Mukhami	21-Oct	VDR	Jason Bolton	26-Oct	DAL			
Ashley Watts	21-Oct	NAC	Paresh Gadhavi	26-Oct	VDR			
Archie Williams iii	21-Oct	LUF	Nakea Williams	26-Oct	NAC			
Tania Tatum	21-Oct	DAL	Nicole Allen	26-Oct	DAL			
Ronak Parmar	21-Oct	VDR	Macy Sheard	27-Oct	LUF			
Ashish Parmar	22-Oct	GNR	Cheryl Finley	27-Oct	DAL			
Ashley Starbuck	22-Oct	NAC	Heather Marve	27-Oct	DAL			
Badal Shah	22-Oct	VDR	Sandip Shetty	27-Oct	GNR			
Diana Rios	22-Oct	NAC	Sweta Kumari	28-Oct	GNR			
Mayankumar Sarvaiya	22-Oct	VDR	Tacia Dillard	28-Oct	DAL			
Jeevan Chakala	22-Oct	GNR	THAMES BLAIR	28-Oct	JAM			
davina cavitt	23-Oct	DAL	Helaina Kohr	28-Oct	RUS			
Barbara Martin	23-Oct	JAM	Chantol Reeves	28-Oct	JAM			
Autumn Collins	23-Oct	NAC	Ana Pedroza Flores	28-Oct	LUF			
Amit Shah	23-Oct	VDR	Kirankumar Parmar	28-Oct	GNR			
SUEYENE ROSS WILLIAMS	23-Oct	JAM	Jasbirsingh Rana	28-Oct	GNR			
Vinay Jha	23-Oct	GNR	Jaymin Bhavsar	29-Oct	VDR			
Trenisha Ross	24-Oct	DAL	Aliasagar Motiwala	29-Oct	VDR			
Shelby Hart	24-Oct	DAL	Tyrick Williams	29-Oct	NAC			
shakira Peters	24-Oct	DAL	Usmangani Khatri	29-Oct	VDR			
Santosh Shrivastav	24-Oct	GNR	Shashank Pandey	29-Oct	GNR			
Archana Dave	24-Oct	VDR	Sawan Budhbhatti	30-Oct	GNR			
James Payton jr	24-Oct	NAC	Terry Smith	30-Oct	DAL			

