



# Newsletter

## July

## August

## September

## 2020

EXPERIENCED PEOPLE  
INNOVATIVE TECHNOLOGY  
REMARKABLE RESULTS



## Leadership Development in Full Swing!

In spite of the pandemic, **Leadership Development** continued the focus on building great leaders. They have made all efforts in implementing new ways to continue their ongoing trainings and book clubs. Quarter two of the Aspiring Leaders and Aspiring Leaders Plus program was held virtually for the first time and it was a success. There were 22 Aspiring Leaders and 2 Aspiring Leaders Plus graduates for the program! Congrats to all of them.



New Leaders Assimilation and Coaching Tactics level 1 is also being held virtually and to date it has been successful. We have 23 leaders who have successfully completed New Leaders Assimilation Virtually to date and 31 leaders completing Coaching Tactics Level 1.

Level 2 Coaching Tactics is still being done on EtechRU and Level 3 has began for a few leaders! Congratulations to Kaylene Eckels who have successfully completed Coaching Tactics Level 3 with Mayank in July of this year!



### For our Continued Education:

A new book club was launched by Melissa in August! "The Secret of Teams".

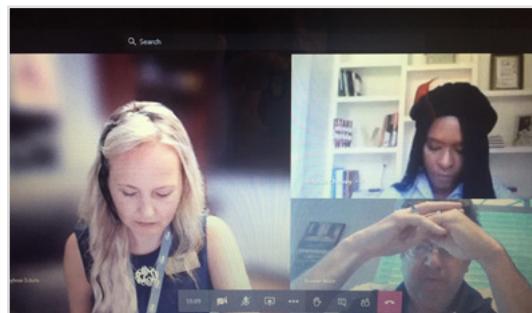
This book clubs consists of 20 participants who are all Trusted Advisors and have completed The Secret Book club.

Trusted Advisor program is currently still in session. There are 22 Trusted Advisors in the making and we're at session 5 this month. In this season we have participants from all 3 locations!

Leading with Trust and building Trust across our organization one season at a time. In THE SECRET OF TEAMS BOOK CLUB; the goal is to build SERVE Culture within Etech, reinforce the learning at all levels, provide an opportunity for all leaders to sharpen their presentation/communication skills and create a sense of teamwork. The Secret Book season 2 finale was held on September 15, 2020. With great pleasure let me say CONGRATULATIONS to our 14 new graduates: Sohel Shaikh, James Titus, Katelyn Streetman, Oliver Grandez, LaMarcus Wallace, Maunish Patel, Ericka Martinez, Jenny Benoy, Michael Ramsey, Manu Dwivedi, Pritesh Shetty, Laura Jones, Garland Hawk, Manoj Dhoundiyal.

## Together We Remember Sept. 11th

On the 19th anniversary of the September 11th terrorist attacks on America, members of the Etech family gathered virtually in remembrance of all those affected who lost their lives that day as well as in the days and months that followed. The team honored the memories of all the heroes and joined in prayer for peace.



## Etech's SERVE Leadership Mentoring Program Graduation

The first round of the 6 month **SERVE Mentoring Program** came to an end September 15, 2020. The journey was amazing. Our 8 Mentors gave their full support to our 8 Mentees through one-on-one interactions that helped to developed them in being REMARKABLE servant leaders through the practice of the SERVE model from the book "The Secret: What Great Leaders Know and Do".

Our Mentees now have an ongoing connection with their mentor and guidance for their leadership development aim. A big thank you to our 8 Mentors and

### Congratulations to our 8 Mentees

No.	Mentors	Mentees
01.	Chris Green	Savanna Fugate
02.	Kaylene Eckels	Madison Davis
03.	Shawndra Tobias	Minu Bhatt
04.	Patrick Reynolds	Sharmin Reed
05.	Matt Cole	Eugenia Owen
06.	Nancy Pratt	Pamela Mitchell
07.	Ashwini Kumar	Monal Samir Parmar
08.	David Carrizales	Pritesh Shetty



**TAKE 5 LIVE** was resumed in June and some of the topics discussed were over:

Communication, Identifying the cause of Conflicts, Resolving Conflicts, Anti-Harassment Best Practices, The Truth about Anger, Signs that point to Anger and Anger Prevention.

Just to add LDE has also been assisting with **AMRIT Culture and Construction leadership development** over the past 6 weeks. There were 5 sessions in which the Construction team was educated on Communication and Conflict.

## Flu Shot Day



### **Self-Care 101**

Taking a little me-time isn't an indulgence; it's a necessity. Here, tips to take care of your self and why it's important.

Everywhere you look you see the words self-care, self-help, self-love, and wellness. We get it, the self-improvement movement is having more than just a moment. The market is estimated to grow to a \$13.2 billion by 2022. In other words, we're downloading a lot of self-help books on Amazon, buying tons of meditation apps, and hiring a crazy amount of life coaches. And, let's not even get started on Instagram: #selflove with its 37.8 million posts beats out #selfcare which is still at a staggering 23.9 million posts.



Here's the thing about all this #selfcare revolution, most people fall into one of two camps. The first: those who scarcely think about self-care at all, and when they do, it falls way to the bottom of the to-do list. The second group is hugely aware (they're the ones buying most of that stuff). In fact, they're so conscious of the importance of self-care, they've completely stressed themselves out about it. (More on that later.)

**Benefits Of Self-Care** Here's why everyone should care about self-care: it's good for you, especially when it comes to managing stress. And, chronic stress is one of the biggest threats to overall health. It's linked to inflammation which can lead to everything from heart disease to gastrointestinal disorders and a weakened immune system.

Taking care of your self has other benefits that may be even more obvious. It feels good. Getting a good night sleep, for example, makes your day noticeably better. Of course, it also helps with focus and cognition, regulates emotions, and boosts immunity. Similarly, doing things like going to the gym, heading out for a walk, or taking a yoga class alter your mood and energy level.

**Why You Shouldn't Neglect Self-Care** For some people self-care is a form of self-indulgence they either don't make the time for or don't think is necessary. But that may be because they don't actually understand what it means. Self-care isn't about weekly massages or buying yourself whatever you want #ideservethis-style. It's a lot more basic. Some research on self-care describes brushing your teeth as a form of self-care. Let's not call that an indulgence—even if you're using the Burst rose gold edition. Self-care, and its close cousin, self-help, are about being in tune with what your body and mind require to function optimally. In the same way you wouldn't ignore the oil light on your car, you shouldn't ignore the cues your body is sending you. Study after study has shown the positive effects of looking after yourself.

### **Top 10 Ways To Practice Self-Care**

There are lots of ways to take care of yourself. If humans came with manual, here are a few tips that might be in the care guide:

1. Get the sleep you need.
2. Eat healthy.
3. Meditate.
4. Take in nature.
5. Check out a good book.
6. Say yes...and no.
7. Make time for friends.
8. Get to know yourself better.
9. Take a social media break
10. Daydream, often.

Sources

<https://www.psychologytoday.com/us/articles/201803/10-self-care-tips-for-a-better-life>

## Contactless Hand Washing

Upgrades have been made to the restrooms in the Rusk center! The faucets in all restrooms are now touchless, making for an easy and sanitary hand washing experience. Thank you to our facilities team for installing the touchless faucets!



As things slowly return to normal, Palm Beach Center is ready for some football.



## Rusk Book Club Participation

During September, the Rusk center had two leaders participating in sessions of book clubs. Pamela Mitchell continued her book club for The Trusted Advisor, and Katie Streetman completed her book club for The Secret.



## Rusk Winning Culture Survey Task Force Suggestion Box Q3

For the 3rd quarter of 2020, the Rusk Winning Culture Survey Task Force held a suggestion box for our center. Suggestions could be submitted in center with a paper form placed in the suggestion box, or to an online form for those employees working from home. Thank you all for your suggestions, and the Task Force looks forward to reviewing them in our September meeting!

**Rusk Winning Culture Survey Task Force Q3 Suggestion Box**

*Do you have suggestions to help improve our center?*

*Submit your ideas below or at the Rusk front desk!*

**9/1/20-9/20/20**

<https://tinyurl.com/Rusk-Suggestion-Box>




## Flu Shots at Lufkin!

Thank you to Dr. Cline's office for coming to Etech to give out Flu shots and Slim B Shots!



## Red White Blue Tabitha Sims

Thank you to everyone who wore Red White and Blue to commemorate 09/11/20.



## Lufkin YOSA

Let's congratulate the Lufkin YOSA and Character Commitment Award Winners!



## WCS Booth at Montego Bay



## Patriots Day - We Remember



## Rewards and Recognition at Montego Bay



## 8/12 Nacogdoches Trifecta

On 8/12, there was a lot of excitement at Nacogdoches Center with a trifecta of events. There was UB Curbside Pickup Day, WCSTF providing free hotdogs, chips and drinks, and the opportunity to make a remarkable difference in the community by donating the gift of life to the Gulf Coast Regional Blood Center. With the donations made 30 lives were able to be saved. Thank you to all who participated in each of the events!



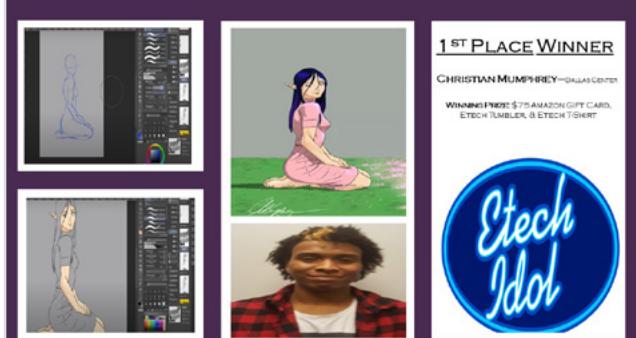
## Etech Idol Winners at Dallas



**1<sup>ST</sup> PLACE WINNER**  
**CHELSI ELLISON** – NACOGDOCHES CENTER  
WINNING PRIZE: \$75 AMAZON GIFT CARD, ETECH TUMBLER, & ETECH T-SHIRT



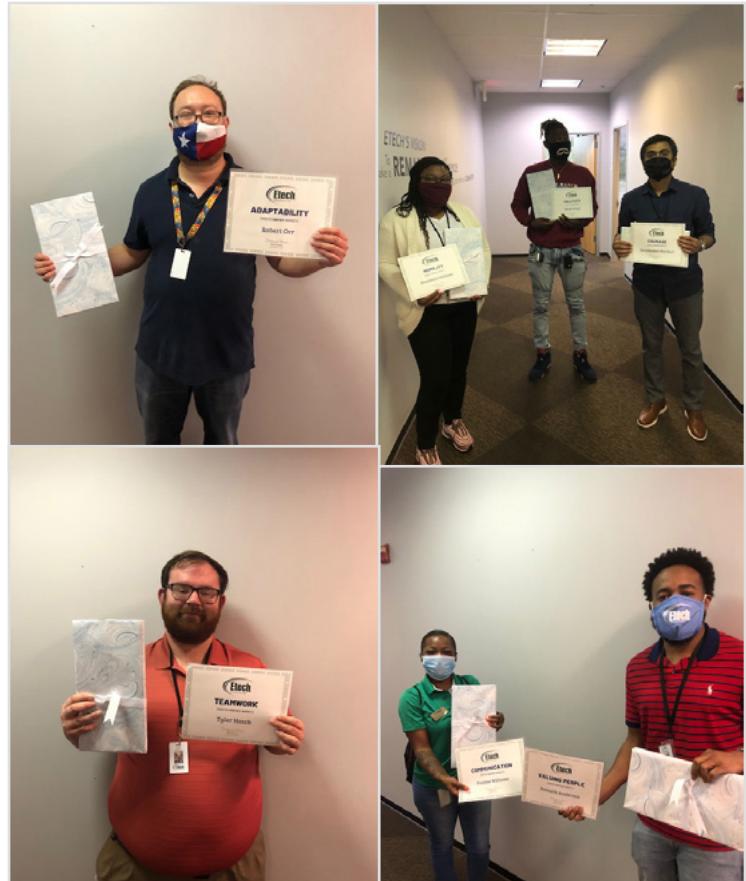
**1<sup>ST</sup> PLACE WINNER**  
**CHRISTIAN MURPHREY** – DALLAS CENTER  
WINNING PRIZE: \$75 AMAZON GIFT CARD, ETECH TUMBLER, & ETECH T-SHIRT



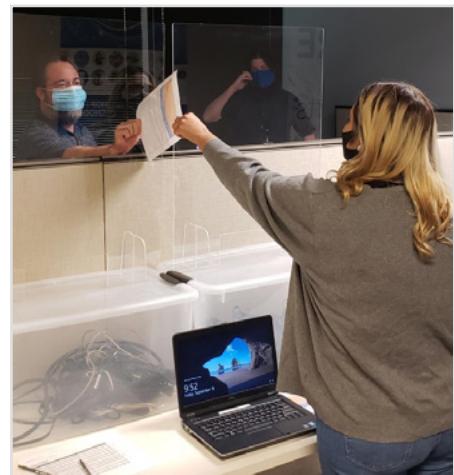
**Runner Up**  
**Charlena Gross** – Dallas Center  
Prize – \$25 Amazon Gift Card & Etech T-shirt



## Character Commitment Awards at Dallas



**DTS (Jared Odom) using our new safety shields when deploying agents to work from home**



## Employee Spotlight – A WCS Initiative

Periodically, the Winning Culture Survey Task Force likes to recognize team members who go above and beyond to live out our character commitments. Leadership from each department has the opportunity to nominate individuals who live out a specific character commitment and one of those nominations gets chosen as the Employee Spotlight.

This round of nominations resulted in Nathan Ash from the Dallas Center's DTS department being chosen as the Employee Spotlight based on our Integrity character commitment.

*This is what Nathan's nominator had to say about him:*

*"Nathan Ash came to me one day with an inquiry that would have been in his own interest to stay quiet about. He could have stayed silent and hoped no one noticed because the potential mistake was in his favor; however, he decided to bring the matter to my attention no matter the result. I feel that this interaction with Nathan is the perfect example of how he exhibits our integrity character commitment."*



Nathan Ash has been with Etech since February of 2020. He says that he is happy to be a part of Etech and in a position where he can utilize his skills in computer science and continue to grow his professional interests. Some personal interests of his include going to concerts and traveling, and he is excited for a time when he can do so again. Onward and upward!

### Other nominees include:

Tarrell Tate for our Valuing People character commitment.

Brichael Campbell for our Adaptability character commitment.

Kenneth Anderson for our Teamwork character commitment.

Palm Beach welcomes its newest C2C class to the center.



## Thank you Recruiting!

Thank you to our Recruiting Team! Your assistance with the hiring process is very appreciated. We know how much effort you all put in every day.



## Keep Your Eyes Healthy

There's a lot you can do to keep your eyes healthy and protect your vision.

### **Get a comprehensive dilated eye exam**

Getting a dilated eye exam is simple and painless - and it's the single best thing you can do for your eye health!

Even if your eyes feel healthy, you could have a problem and not know it. That's because many eye diseases don't have any symptoms or warning signs.

A dilated eye exam is the only way to check for many eye diseases early on, when they're easier to treat.



### **Find out if you're at risk for eye diseases**

Getting older increases your risk of some eye diseases. You might also have a higher risk of some eye diseases if you:

- Are overweight or obese
- Have a family history of eye disease
- Are African American, Hispanic, or Native American

Other health conditions, like diabetes or high blood pressure, can also increase your risk of some eye diseases. For example, people with diabetes are at risk for diabetic retinopathy — an eye condition that can cause vision loss and blindness.

If you're worried you might be at risk for some eye diseases, talk to your doctor. You may be able to take steps to lower your risk.

**Know your family's health history.** Talk with your family members to find out if they've had any eye problems. Some eye diseases and conditions run in families, like age-related macular degeneration or glaucoma. Be sure to tell your eye doctor if any eye diseases run in your family.

### **Take care of your health**

Protecting your overall health can go a long way toward keeping your eyes healthy! It's important to make healthy choices and take good care of yourself.

Keep in mind that healthy habits like eating well and being active can lower your risk for diseases and conditions that can lead to eye or vision problems, like diabetes or high blood pressure. Follow these tips for healthy vision:

**Eat healthy foods.** Be sure to have plenty of dark, leafy greens like spinach, kale, and collard greens. Eating fish that are high in omega-3 fatty acids - like salmon, tuna, and halibut - is good for your eyes, too.

**Get active.** Being physically active helps you stay healthy. It can also lower your risk of health conditions that can cause eye health or vision problems - like diabetes, high blood pressure, and high cholesterol.

**Quit smoking.** Smoking isn't just bad for your lungs - it can hurt your eyes, too! Smoking increases your risk of diseases like macular degeneration and cataracts - and it can harm the optic nerve.

### **Protect your eyes**

Every day, you can take simple steps to keep your eyes healthy. Use these tips to protect your eyes from things that can harm them:

**Wear sunglasses.** Protect your eyes from the sun by wearing sunglasses — even on cloudy days! Be sure to look for sunglasses that block 99 to 100 percent of both UVA and UVB radiation.

**Wear protective eyewear.** Safety glasses and goggles are designed to protect your eyes during certain activities, like playing sports, doing construction work, or doing home repairs. You can buy them from most eye care providers and some sporting goods stores.

**Give your eyes a rest.** Looking at a computer for a long time can tire out your eyes. Rest your eyes by taking a break every 20 minutes to look at something about 20 feet away for 20 seconds.

**If you wear contacts, take steps to prevent eye infections.** Always wash your hands before you put your contact lenses in or take them out. Be sure to disinfect your contact lenses and replace them regularly.

Source: NIH Nation Eye Institute, [nei.nih.gov](http://nei.nih.gov)

### **Etech Give Back Program – Rusk**

For the months of July and August, cards were collected to send to healthcare workers in Texas. The Rusk team put together a collage to spell out “Etech Says Thank You Healthcare Workers”. We all appreciate the healthcare workers and their dedication to our communities!



## Unique Boutique at Lufkin

Thank you to our Unique Boutique team for setting up a curbside store!



## Etech Give Back Program - Blood Drive at Lufkin!

On August 4th, Lufkin Etech hosted a Blood Drive. We had 7 successful donors, and in turn that saved 21 lives! Thank you to everyone who was able to donate blood this August.



## Terrell Wright - Birthday Acknowledge - Training Department



**HR Assistant  
Mikaela  
Ferreira  
dropping off  
employee  
canned food  
donations to  
the North Texas  
Food Bank**



## Beat the heat at Dallas



## Give Back Initiative at Montego Bay

**HELP THE HOMELESS**

For the month of August we will be donating non-perishable food items, toiletries and cleaning supplies to the [Refuge of Hope Shelter](#), located on Albion Road, Montego Bay.

This Shelter is for fully rehabilitated ex-street persons who have no home placement in the community and are given the option to use the Shelter services while attending work and seeking independent housing solutions.

Items needed:

- Canned foods
- Dried fruits/vegetable
- Grains
- Pasta
- Rice
- Dried milk
- Flour/ Cornmeal
- Drink items
- Cleaning supplies
- Toiletries/ Hygiene items

Please drop off your donation in the box beside the security stand by [August 28, 2020](#)

## Etech Give Back Program - Rusk Food Drive

During the month of June 2020 the Rusk center held a food drive for employees who may be in need. These donations will be put in the HR Food Bank that is kept at the center for employees to use as needed. Thank you to all who donated to this worthy cause!



## Twin Day at Montego Bay

The WINNERS are **Shanann Williston** and **Andrea Murray!!**  
CONGRATUALTIONS!



## The Unique Boutique at Rusk!

The Unique Boutique gave Rusk agents the opportunity to place orders using UB Bucks and pick up the orders Curbside. This was a great opportunity for our employees to use their hard earned UB Bucks. Thank you to the Unique Boutique for coming to Rusk and braving the rain to serve our employees!



## Independence Week Celebration at Montego Bay



## Kudos to our EI team for Receiving Such a Great VOC from our Fortune 5 Client!

### VOC from client:

"We couldn't be more pleased with how our first Business Insights review was conducted yesterday. Shawndra, Raj and Manu really thought out which insights were significant, how they connected to our business specifically, and what the next layer of drill down would look like. This is the kind of partnership that is so valuable and will make this program successful. We are not a simple business to understand, but the team has demonstrated tremendous capability to explicitly make insights actionable for us. We can begin to make quick win improvements even before coaching starts, which is huge for us.

Thanks for your leadership, and for the hard work of the team. As a former Allstater, I can say I feel like we are in good hands!"

## Summer Safety Tips

**Summer Safety** Now that school is out, many families are heading outdoors for recreation and activities. Whether in the water or hills, the ballfield or backyard, precautionary measures should be taken so kids and all family members are safe from sun, insects and injuries. The Centers for Disease Control and Prevention (CDC) has a portion of their website dedicated to family health. A summary of their tips for family summer safety are included below.



**Tip 1.** Master water safety. Swimming in the pool and playing in the sprinklers are favorite summer activities. However, drowning is the leading cause of death among children ages 1 to 4. Water safety tips from CDC include: Always supervise children in or around water. A responsible adult should constantly watch young children. Teach kids to swim. Formal swimming lessons can protect young children from drowning. Learn CPR. Knowing this skill can be critical in a time of need. Install a four-sided fence around home pools. When boating, always wear a properly fitted life jacket.

**Tip 2.** Beat the heat and sun. Overheating and sunstroke can occur in healthy children, youth and adults if they participate in strenuous activities during hot weather. If someone shows signs of heat exhaustion or heat stroke, move him or her to a cool location and seek medical help. A list of specific signs is included on the CDC website. To avoid overheating: Never leave infants, children or pets in a parked car, even if the windows are cracked open. Dress infants and children in loose, lightweight, light-colored clothing. Schedule outdoor activities in the morning and evening hours. Keep cool with cool showers or baths. Also, just a few serious sunburns can lead to skin cancer in the years ahead. Tanning is the skin's way of trying to protect itself from harmful UV rays from the sun. To prevent sunburn: Cover up. Clothing that covers the skin helps protect against UV rays. Use sunscreen with at least SPF (sun protection factor) 15 and UVA (ultraviolet A) and UVB (ultraviolet B) protection every time you and your child go outside.

**Tip 3:** Keep ticks and mosquitos from causing harm. Protect yourself and your family from bites and diseases. Zika, West Nile Virus and Lyme disease can all be transmitted by insects. To help with protection: Use an effective insect repellent. Products containing DEET, picaridin, IR3535 as well as some natural oils provide long-lasting protection. Some pesticides (acaricides) can reduce the number of ticks, but these should not be relied on for providing full protection. Check yourself and your children for ticks after being outdoors, especially if you have been camping or hiking. Instructions for effectively removing ticks are available on the CDC website.

**Tip 4:** Prevent injuries. Nearly everyone is more active and spends more time outdoors this time of year. Falls at home and on the playground are common sources of injuries and visits to the emergency room. To avoid injury: Make certain playgrounds are well maintained and have soft landing spots underneath. When participating in summer sports, be sure appropriate protective gear is used. Parents and teens should be able to perform basic first aid. Enjoy fun in the sun, but remember to make safety a top priority so that summer is incident and accident free.

Source: Kathleen Riggs, Utah State University Extension family and consumer sciences professor, [kathleen.riggs@usu.edu](mailto:kathleen.riggs@usu.edu) or 435-586-8132

## Getting to Know Etech's Top Chef Finalists

Etech's Top Chef was a contest open to all U.S. & Jamaica employees during June 2020. There were two rounds to determine one overall winner. Participants were given specific ingredients, first round ingredients: chicken/fish, dried cranberries, mango, and black beans. Second round ingredients were: coconut, eggs, mint, and corn. The instructions were to create a dish using all the ingredients, and submit a short video showing how they prepared & plated the dish. The submissions were judged on presentation and creativity. The winners of the first round were Odaine Wallace from our Jamaica Center and Lovanna Lash who works on VZW in our Rusk Center. In this article you will be able to find out a little bit about our finalists and get to see the dishes they created for the final round, and what eventually led to Lovanna Lash being crowned Etech's Top Chef.

**Odaine Wallace - Assistant Trainer at Jamaica Center** - Finalist Submission - Coconut served with blue corn puree, mangoes and dried cranberries topped with lemon and mint for garnish



1. When did you notice you had a passion for cooking?
  - a. At the age of 9 years old.
2. What is your favorite food to cook?
  - a. My favorite meal to cook is the Jamaican national dish, Ackee and Saltfish
3. Who inspires you when cooking?
  - a. My inspiration comes from the chefs I have had the pleasure of meeting through my career at the hotels Marlion Samuel and Westmore Allen.
4. How old were you when you started cooking?
  - a. I began cooking at the age of 8 years old
5. Where would you like to travel just for the food?
  - a. I would like to travel to Asia as the culture, tastes, aroma and styles of cooking are similar to those of the Caribbean food in terms of the flavor profile. But it has its own unique blend of herbs and spices that makes the food there exquisite.

**Lovanna Lash - VZW C2C Agent at Rusk Center** - Finalist Submission - Coconut corn ice cream and cookies with white chocolate mint ganache



1. When did you notice you had a passion for cooking?
  - a. It is actually something I have enjoyed since I was really young.
2. What is your favorite food to cook?
  - a. That is a tough one, but I guess I will have to go with cakes/desserts. Not so much just the cooking process, but more so the decorating of the desserts. I have been making cakes for hire for about 10-12 years. When my daughter was born, I remember that I never wanted to buy her birthday cakes. I wanted to make them. Something to that she will remember happily.
3. Who inspires you when cooking?
  - a. My grandmother especially, but family and friends as well. She would have me in the kitchen with her to spend time with me and teach me. A little bit of this or a pinch of that until you are happy with it. So, it definitely relates to happy memories and carried over into my adulthood. I was always super happy when I would win a contest or make something new and I could tell her or show her.
4. How old were you when you started cooking?
  - a. For real about 6. I would have to stand on a step stool or chair to reach the counter or stove (with supervision of course). I think it is important for kids to learn early so they are not scared of the kitchen and can be safe.
5. Where would you like to travel just for the food?
  - a. All over really. I take pride in learning different foods and cooking techniques from any culture. With food, sight and smell are important. So, when I see or smell a dish cooking, if I end up liking it, I want to learn how to make it. Of course, it never hurts to put a little bit of your own spin on something but give credit where it's due.

## Etech Give Back Program -Palm Beach Food Drive

Etech's Palm Beach center understands how the less fortunate have been impacted tremendously during these trying times. It's giving spirit shines as they continue their food drive that it will be donating to a homeless shelter.



## A heartfelt Thank you to DTS Team!

Lufkin Etech wants to say thank you to our DTS team! They have been efficient in signing out and signing back in laptops and stations for our Work From Home employees, and helping out wherever they are needed during our renovation process.

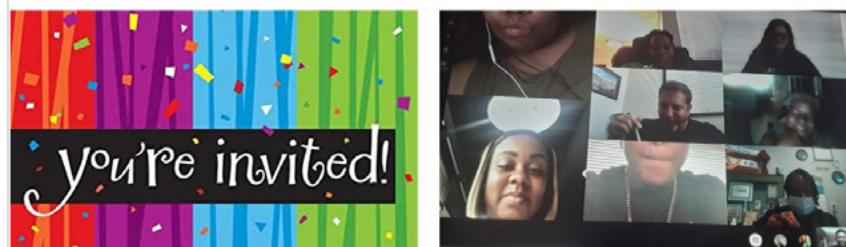


## Thank you Facilities Team!

Lufkin Etech wants to say thank you our Facilities Team! They have been working diligently to keep the inside of our building as well as the outside, clean and sanitized.



## Etech Dallas Virtual Birthday Acknowledgment



Etech Dallas  
Virtual Birthday Acknowledgement

Hosted by: Winning Culture Taskforce Committee



### Etech Give Back Program - Canned Food Donation Drive at Dallas



Canned Food



Elisa Morales donated half of the products



Tyrus Gamble Sr. HR Manager Donates to Canned Food Drive

### Etech's Top Chef Event at Montego Bay

**The Chefs of Etech Jamaica really threw it down in the kitchen!**

I would like to thank all the participants of the Chef Contest; everyone did an awesome job!

However, we must have one winner, so with a whopping 140.5 points our winner is **CHEF ODAINE WALLACE!!!!**

Congrats Odaine!

Winning entry: Pineapple Chicken served with black bean medley on cranberry mango puree



### **Etech Give Back Program – Donation at Cornwall Regional Hospital at Montego Bay**

Etech presented a gift basket with diapers, baby wipes, toys, food supplies and clothing accessories to the Cornwall Regional Hospital Children's Ward. On Monday August 10, 2020, representative from ETECH posed for a picture with Sister Grant as she thanked the staff at Etech for providing the well needed items.



### **Etech Employee Appreciation Initiative – Appreciation Party at Montego Bay Center**

Appreciation party held for the Facilities & Security Teams to show our appreciation for the great job they have been doing during this time of Covid-19 pandemic.



## **Virtual Engagement Activity: Trivia**

On July 8, 2020 Etech's on-shore and near-shore HR departments hosted their second virtual trivia competition with an Early 2000's R&B Music theme. This competition was open to near shore and on shore team members. Out of all the participants, Alberta (Ann) Thomas, Tameka Rushing, and Jacob Graff went on to participate in the FINAL round of the competition on July 15, 2020. After a tough battle for the lead, Jacob Graff made a narrow comeback and won the title of **ETECH TRIVIA CHAMPION**.

Let's meet our top three contestants:

First, we have **Tameka Rushing**. She is currently serving at our Nacogdoches center as an online chat representative and has been with us for over two years.



Next is **Ann Thomas**. She is currently at our Lufkin center serving as an HR Admin. She has been with Etech for a total of 6 years and has picked up some new hobbies lately due to being stuck at home. These hobbies include cooking and trying out different crafts from Pinterest.



Lastly, but certainly not least, we have our Trivia Champion, **Jacob Graff**. His Etech tenure stretches over 6 years and he is currently serving as a Sr. Reporting Leader for the C2C campaign in Nacogdoches. He notes that he has made some great friendships at Etech. From these friendships, he has begun to participate in Trivia Night at the Fredonia Brewery where his team currently holds the title of Trivia Champs in their community. In his spare time, he enjoys woodworking, golfing, and gardening.

### **Additionally, here is what Jacob's leader Michael Almazan had to say about him:**

Jacob is a great example of what Etech is all about: servant leadership. He puts the needs of others first to ensure they have what they need to be successful and that just doesn't end at work but extends to his family and the community. He always takes the time if anyone needs help with reporting or help with expanding one's own excel knowledge. I remember a time when we were working on a quarterly business review for C2C. It was our first time putting the deck together and back then our decks were 30-40 slides long. A large majority of the data he had to compile manually because it wasn't a simple metric we could report out. At the same time, we were struggling with our conversion rates against our competitors and leaders were having trouble trying to track sales goals versus actuals throughout the day. After a team meeting, Jacob started working on an excel file that leaders could set up and track the data real time so they could coach outliers real time. This took some time to complete and was a game changer but at the same time he also put aside his own work for the review. Jacob ended up working late into the night to get all the slides completed for the review but knew it was worth it because the coaches had what they needed to drive better performance. This is just one of many examples of Jacobs servant leadership and dedication to the people he works with.



## Announcement



### **Angela McDowell - Training Apprentice.**

In this new role, she will continue to support the ID Experts campaign and be able to reinvest all of the knowledge she has gained in her Etech tenure on a larger scale. Angela is a go getter, in this role she plans to exceed expectations, develop herself into a strong trainer, diversify her knowledge of leadership and "shape her trainees into the best agents Etech has ever seen."

Angela L. McDowell was born in Baton Rouge, Louisiana. She is the oldest of 5, including 2 brothers and 2 sisters. She has served in the United States Navy and now serves as a mother of 3 children, Justin, Tiarra and Tyler, a grandmother to her 4 grandkids Xavier, Elijah, Justice and Lyric.

Angela relocated to Dallas permanently in June of 2017. A week later, on June 12, 2017, she started her journey at Etech. Her first campaign was Spectrum, where she worked as a sales agent, until January of 2018, when she moved over to the Verizon Contact Us campaign. Angela has set her sights on leadership from the beginning and completed Aspiring Leaders in early 2018. On June 10, 2019 she was chosen to work for the ID Experts campaign. For the last year on ID Experts, she has played an instrumental role in helping to develop her peers while maintaining a 100% quality score month over month. In April 2020, Angela was awarded by her superiors, The Employee of the Month: Teamwork.

Angela's love for helping others, her positive attitude, her product knowledge and passion for learning will enable Angela to make a remarkable difference for our people, our customers, and within our community.



### **Jessie Richardson - Senior Training Leader**

In her new role Jessie will develop, lead, and support the Training and Development teams in Texas and WPB.

Jessie has been apart of the Etech family since 2016 and has put the needs of others first in many departments, including: T&D, Operations, HR, Event Planning & Incentives.

Jessie found success supporting the Dallas training team as they reinvented training processes and tools, and built trusted advisor relationships with the global team to support launching multiple new campaigns.

Jessie graduated from Stephen F. Austin State University with a B.B.A. in International Business. In her free time, Jessie loves to travel with her fiance Connor and enjoys watching FRIENDS or the Houston Rockets.

She will now be serving out On-Shore training teams and is excited to continue to fulfill the T&D Vision of developing knowledge and providing resources to equip our team members to succeed.

## 12 Character Commitment Award



At the foundation of our servant leadership culture are our **12 Character Commitments**. They are the critical building blocks for each and every **Etech** leader. Those 12 categories are accountability, adaptability, communication, courage, creativity, humility, integrity, positive influence, teachability, teamwork, valuing others and vision. Every year, over 200 **Etech** leaders from across the globe nominate peers to be recognized as a leader who best demonstrates the qualities of each character commitment. Here are the 2019 winners!

**Matt Rocco, CEO - Etech Global Services**

### ACCOUNTABILITY



Joel Watts



Amy Radney



Krisan Cole



Prashant Gehani



Parvez Mansoori

### ADAPTABILITY



Aaron Masten



Robert Orr



Jignesh Joshi



Sandip Suthar

### COMMUNICATION



Moniqua Roberts



Yvonne Williams



Ajay Acharya



Pritesh Shetty

### COURAGE



Jacob Graff



Sarankumar Parchuri



Marvin Moodie



Nishit Dave



Abhishek Mukhami

### CREATIVITY



Terrell Wright



Nayan Chaudhary



Keyur Dave

**HUMILITY**



James Titus



Tanisha Rector



Pamela Mitchell



Shantavia Williams



Aditya Ahuja



Kavitha Nair

**INTEGRITY**



Nancy Pratt



Tyrus Gamble



Rahul Bhardwaj



Sohel Shaikh

### POSITIVE INFLUENCE



Ericka Martinez



Daniel Jones



Desiree Edwards



Urmil Sonigra



Dharminder Shergill

### TEACHABILITY



Christopher Green



Ritu Doshi



Mohsin Vohra

### TEAMWORK



Amber Christian



Madison Davis



Tyler Hatch



Kaushik Prajapati



Himanshu Gandhi

**VALUING PEOPLE**



Kimberly Westerhaus



Carolyn Wingate



Katelyn Streetman



Kenneth Anderson



Daksh Bhatt



Dharmesh Bhatia

**VISION**



Jonathan Johnson



Savanna Fugate



Jason Hoskins



Sunil Patel



Dhanya Pillai