



Newsletter

August 2015

• Experienced People • Innovative Technology • Remarkable Results



INDEX

Etech day	2
Etech Idol	3
Theme Week	4
Awards Ceremony	5
Community Impact Awards	6
Announcements	7
National Left Handers' Day	13
West Virginia Office promotes I AM ETECH	14
Congratulations, Ruchira Lijoy & Lijoy Jose!	15
5 Years Milestone	16
Etech Dallas-2015 Etech Idol	17
Etech Dallas July R&R	18
OD Session	19
OD Training - Switching to a Positive Lifestyle	20
Theme Week	21
Etech's Got Talent 2015	22
Independence Day Celebration	23
CAT Activity: Special Olympics at Madhurya Bhavan	25
11 Years Milestones!	26
Chess Tournament	27
Independence Day - Etech GNR	28
Character award winners for Humility-2014	29

About Etech Global Services

Etech Global Services is a leading provider of intelligent sales and service solutions utilizing inbound and outbound voice and live chat. We understand the importance of customer relationships. That's why all of our solution strategies are driven by the 'voice of the customer'. Our stringent QA process ensures an ever-improving customer experience. We also gather critical business intelligence data from each customer interaction, and we do everything with the highest integrity and quality possible. These differences allow us to provide industry-leading service, stellar CSAT scores, and high performing sales and service solutions that enable our clients to increase revenue and delight their customers. For more information: www.etechgs.com

12 Etech Leadership Characteristics

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

- Experienced People
- Innovative Technology
- Remarkable Results

Etech day

When walking through the doors, you could just feel the sense of pride that employees had for the company on our 2015 Etech day! The spirit of the company was shown by everyone participating in our games and representing the company by wearing their Etech shirts! We had an awesome turnout this year in participation at the Nacogdoches center, and we look forward to the next Etech day!



Cook Out

This month we recognized a hotdog cook out at the Nacogdoches center! Ralph Ervin and Tommy Hinton were our grill masters cooking up some of the best hog dogs! We had an awesome turnout from the employees who loved having lunch catered to them for the day. We would like to appreciate all employees at the Nacogdoches center, and we look forward to the next event!



- Experienced People
- Innovative Technology
- Remarkable Results

Etech Idol

We had an awesome turnout for the 2015 Etech Idol at the Nacogdoches center where the infamous Rusty Briley was the Master of Ceremony! We had a total of twelve contestants which included: Brandon Duckett, Carmisha Daniels, Jaqualon Deckard, Rebeca Garcia, Wilson Moore, James Ervin II, Jenna King, Shaquille Kossie, Alan Zamarron, Erin Rutherford, Justin Levings, and Jacale McDaniel. We would like to thank all the contestants for giving it their all this year! We did have some different acts this year which made this idol unforgettable. Brandon Duckett did gloving (an LED light show with special gloves) while Wilson Moore stole some laughs with his stand up comedy.

I would like to congratulate the winners of the 2015 Etech Idol! We did have Justin Levings come in 3rd place for singing "Feeling Good" by Michael Buble. Carmisha Daniels came in second singing "I Will Always Love You" by Whitney Houston. Then Jacale McDaniel took the stage and blew everyone away singing "Love you I do" by Jennifer Hudson which landed her the 2015 Etech Idol first place! We would like to thank everyone for coming out to support their friends and coworkers this year, it was definitely unforgettable!



Give Back

In our monthly Give Back project our Nacogdoches center visited the Martin School of Choice. They helped brighten up a classroom with a fresh coat of paint as well as beautify the entrance of the school with new planters! The bright flowers will help up lift the spirits of the new faculty and students for the new school year. We are so happy to lend a helping hand to one of our local schools!



- Experienced People
- Innovative Technology
- Remarkable Results

Wireless Graduation

We would like to congratulate our July 2015 Premium Wireless class on graduating!



Theme Week

We had our annual theme week this month at the Nacogdoches center which is designed to lighten the mood in the work place. We would like to thank all participants, and representatives that helped facilitate the themes! Monday was Monday madness so we witnessed a variety of outfits ranging from full suits to whatever could be found in the closet! We had a lot of employees dressing alike for our Twinkie (Twin) Tuesday, followed by an array of employees dressing up in their best boots and bling for western Wednesday! Thursday was celebrity day and we had a few stars walking through the building! Lastly, Friday was beach day where we had everyone put on their best beach attire to relax on the last day of the week. Overall, we had an excellent theme week in the Nacogdoches center, and we look forward to the next one!



- Experienced People
- Innovative Technology
- Remarkable Results

Awards Ceremony

Our Premium eCall team had a great time at their awards ceremony where they were able to sit back and enjoy some delicious pizza!



Theme Week - Lufkin



August R&R - Lufkin



- Experienced People
- Innovative Technology
- Remarkable Results

Community Impact Awards

We had the AWESOME privilege to sponsor the 5th annual Community Impact Awards!!! Congrats to all award recipients!!! #IAmEtech!!!



ETECH Idol



- Experienced People
- Innovative Technology
- Remarkable Results

Announcements

Ashley Johnson - Recruiting Assistant

Ashley was born and raised in Nacogdoches, TX. As a child Ashley participated in drill team, student council, and key club. She began her Etech career back in September of 2007. Ashley has been a huge asset to many different campaigns such as Davenport, LeTourneau University, DNS, Kholes, Inogratic Nutrition, Legal Street, BDX, and FIND LAW. During her eight years with Etech, she has always juggled student life at SFA & Angelina College as well as being active in community outreach. Ashley has worked with Relay for Life, Habitat for Humanity, and been involved with many food drives throughout the community.



Ashley has expressed how excited she is for the opportunity to help making a remarkable difference through recruiting as the new recruiting assistant for the Lufkin office.

BJ Freeman - Trainer



It is truly amazing to be a part of an organization that places “valuing people” as one of its core character commitments. It is a blessing to witness on a daily basis the impacts Etech has on its employees, community, and clients. With such positive attributes and values defining our spirit, it is no wonder that protecting and enhancing this corporate identity and brand is one of our four fundamental imperatives.

With that spirit in mind, we take great pleasure in announcing the promotion of Billie Jo “BJ” Freeman to the position of Trainer.

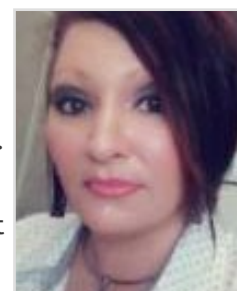
BJ Freeman is the newest Trainer to our growing team. She has worked in education for 17 years, has been a teacher, curriculum specialist, assistant principal, principal and assistant superintendent of curriculum and instruction.

BJ has two little boys - Logan, age 7, and Mason, age 3. They are the loves of her life. BJ is thrilled to have an opportunity to join the Etech team!

Melissa Skelton - Employment Coordinator (Nacogdoches)

Melissa describes herself as a 37 years young, energetic, positive, happy go lucky person. She enjoys meeting new people and helping others. She has been married for 19 years to her high school sweetheart and is a mother of 3 very active kids, Matthew 16, Grayce, 13 and Abigail 11. She also has two horses, Hershey and Sugar Foot and two dogs, Daggar and Oscar.

She began her career at Etech in 2008 where she received the training, knowledge, and support to become hungry and driven to SELL. She has been on several sales campaigns including Bellsouth, Cox Business, and Stroll, where she was a top performer.



In 2011, her children started becoming active in extracurricular activities in and out of school, so she decided to branch out. She became the morning receptionist, which she loved, greeting others and sharing a friendly smile. She was quickly promoted to the HR Admin role and working hand in hand with the HR team, found her new passion. The transition also allowed her to spend more time with her ever-growing family.

When she is not at work, she is on the move, running between her family's very fast-paced schedule of endless practice and games. She enjoys cooking and likes trying new recipes as well as entertaining. She is a collector of many things, mostly antiques and considers herself an old soul. Most of all after a busy day, she looks forward to a quiet evening, sitting on the porch, rocking in her chair watching the cars go by, the horses graze, and the crickets chirp.

- Experienced People
- Innovative Technology
- Remarkable Results

Jaime Davis

Jaime Davis has been with Etech for over 5 years as an agent on the ATT IFD campaign. In that role she advanced to a Lead position and completed the Aspiring Leader training. She grew close to her team members and they became a family. She is thankful to Glenda Lane for the encouragement and support (although Gwen didn't want her to leave) to apply for her new position.

In her free time, she enjoys spending time with her friends and family. They enjoy shopping, craft making, outdoor activities, movie nights, food fights and traveling. It's not a family gathering until someone wears cake.

She aspires to master her new role in Payroll and advance in her knowledge of Excel. Her favorite saying is "Be the change you wish to see in the World". She continues to give God the credit for her many blessings.



Kevon Deckard - Helpdesk Technician

We are pleased to announce the promotion of Kevon J. Deckard into the ETS family as Helpdesk Technician. Kevon plans to continue in his service to the company, after being employed for the last seven years while serving on various committees including recruiting. Kevon is known for his passion, humor and jovial attitude among employees and co workers alike.

Kevon was raised in Nacogdoches, Texas. He graduated from Nacogdoches High School and attained degrees from Angelina College, and Stephen F. Austin State University, with a major in Computer Networking and a minor in Business. He enjoys spending his leisure time in photography and computer repair, as well as providing technical support to members of the community. He also enjoys making a good barbecue and inviting family and friends. Some of his most rewarding time is spent working to inspire and guide the youth of his local church.

Elizabeth Woodson - Payroll Coordinator

We're pleased to announce the promotion of Elizabeth Woodson to the position of Payroll Coordinator. I am very excited to have Elizabeth join the Payroll Department.

Elizabeth has been with Etech for over 9 ½ years. On her Etech journey, she has been on a variety of campaigns -HR, Premium Ecall, AT&T, Balfour, Digital Landing to name a few. She is very happy to be a part of the Payroll team with hope of being a productive and positive asset to the department.

Her first passion is going to Church so she can stay inspired by "The Word". Her favorite scripture is 'Jeremiah 29:11.' For I know the thoughts that I think toward you, says the Lord, thoughts of peace and not of evil, to give you a future and a hope. Elizabeth is the mother of two sons and three grandchildren. She also enjoys spending time with her friends and family as well as shopping and traveling.



Ivan Valera - Recruiter (Dallas)

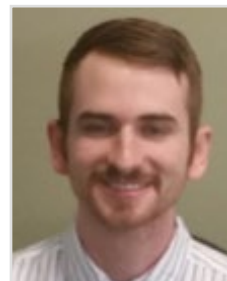
Ivan is a native New Yorker, raised in New Jersey. Being Dominican in ethnicity means that he loves baseball and is an "amazing" dancer - at least that what he thinks. He graduated from Kean University with a bachelor's in Sociology. He loves sports, music, and movies. His favorite hobbies are playing his guitar and reading books. All of this is nice but nothing is more important to him than being a good father to his 12 year old son. He loves the new opportunity Etech has given him and he is ready to maximize his potential as the new recruiter in Dallas.

- Experienced People
- Innovative Technology
- Remarkable Results

Morgan Hayter - Trainer

It is truly amazing to be a part of an organization that places “valuing people” as one of its core character commitments. It is a blessing to witness on a daily basis the impacts Etech has on its employees, community, and clients. With such positive attributes and values defining our spirit, it is no wonder that protecting and enhancing this corporate identity and brand is one of our four fundamental imperatives.

With that spirit in mind, I take great pleasure in announcing the promotion of Morgan Hayter to the position of Trainer.



Although Morgan was born in Nacogdoches, Texas, his family moved to Austin when he was only 4. It was in Austin that Morgan grew to love the sport of basketball and riding motorcycles. Morgan continued these passions as he moved back to the Nacogdoches area to work with Etech. You could say he is Texan by birth, but “Nacogdochian” by choice.

He values hard work, determination, and above all teamwork and firmly believes in making the whole greater than the sum of its parts. Morgan looks forward to continuing to do his best to help his department and company continue to grow. From the first day Morgan began at Etech he was fascinated by the identity Etech defines. Morgan is continuously humbled by working in an environment that brings out the best in everyone involved, including himself. During his nearly 2 total years with Etech Morgan has accumulated positive experiences, knowledge, and skills that shape who he is as a person.

Morgan loves being a part of Etech’s character driven culture and is a strong believer that through teamwork and accountability the whole can be greater than the sum of its parts.



Ann Johnson - Receptionist

It is with great pleasure that I announce the promotion of Leigh Ann Johnson to the position of daytime Receptionist for our Nacogdoches office. Leigh Ann started with Etech Nac in 2005 on the BellSouth ADSL campaign and returned to Etech 10 years later, in April 2015, when she joined the Centurylink C2C campaign. She brings 10 years of administrative experience into our organization.

Leigh Ann is the proud mother of three teenage boys, Aaron, Cade, and Preston. Leigh Ann loves spending time with her family and is currently training for her 3rd full marathon.

Sara Donaldson, Human Resources

Please join me in congratulating Sara Donaldson who has joined the Human Resources Department in Nacogdoches as the HR Administrator. In this role, she will be responsible mainly for administering drug screenings and completing background checks for our applicants. As a member of HR, she will also be coordinating various center events and Give Back service projects vital to employee morale and branding in our community.

Sara is originally from Las Vegas and moved to Nacogdoches during her high school years. She joined Etech in 2012 on our Apple campaign. She was later moved to CenturyLink C2C where she became a top performer.



Sara loves the outdoors! She enjoys taking her son, Levi, to the park or just relaxing by the pool. Sara is excited to be joining our HR department and is looking forward to learning about different aspects of the company.

• Experienced People • Innovative Technology • Remarkable Results



Elizabeth Christensen, Human Resources Manager/Recruiter

Please join me in welcoming Elizabeth A. Christensen, who is now the Human Resources Manager/Recruiter for our West Palm Beach Center in Florida. Elizabeth has over 25 years of combined work experience in manufacturing, telecommunications, and education. Elizabeth will be responsible for managing our HR Department there, as well as handling all recruiting needs for the center. Elizabeth brings a depth of knowledge in recruitment, employee relations, diversity, management, employee development, training, benefits and human resources technology.

Elizabeth graduated from Jacksonville University with a B.S. in Management and Marketing. While there she was a founding member of the university's SHRM chapter. She then moved on to pursue a Masters at New Mexico State University. Early on in her career, Elizabeth travelled and worked internationally at the American Embassy in Caracas, Venezuela, and later moved on to various positions in telecommunications, manufacturing, and academia. When her children were younger, Elizabeth taught High School Spanish, English and Latin. Her HR experience is extensive, including time at QVC and at SOL, Inc., a photovoltaic lighting manufacturer in Florida. Most recently Elizabeth worked as an HR Career Planner at the Career Source Florida where she was instrumental in assisting employers and employees identifying federal grants for training, OJT's and apprenticeships. Today she is an active member of her SHRM chapter, working towards completing her SHRM-CP certification.

Elizabeth has always had a heart for helping others with her actions, and in 1987 she was awarded The Outstanding Young Women of America Award for the work she accomplished enrolling impoverished members of her community to vote. Although this was over 28 years ago she has maintained a heart for helping those who can't help themselves. Currently as an animal lover and equestrian, Elizabeth volunteers hours in helping prevent animal abuse and care for abandoned animals at the Treasure Coast Humane Society and Equine Rescue and Adoption Foundation of Martin County.

Elizabeth is an avid outdoorswoman enjoying Florida's beautiful nature with her family and friends. On weekends you may find them scuba diving, fishing, kayaking, geocaching, or boating with her husband Eric, their two children Elise 18 and Ross 17, and her furry golden retriever, Katie.

Ashley Johnson - Recruiting Intern (Lufkin)

Ashley was born and raised in Nacogdoches, TX. As a child Ashley participated in drill team, student council, and key club. She began her Etech career back in September of 2007. Ashley has been a huge asset to many different campaigns such as Davenport, LeTourneau University, DNS, Kholes, Inogratic Nutrition, Legal Street, BDX, and FIND LAW. During her eight years with Etech she has always juggled student life at SFA & Angelina College as well as being active in community out reach. Ashley has worked with Relay for Life, Habitat for Humanity, and been involved with many food drives throughout the community. Ashley has expressed how excited she is for the opportunity to help making a remarkable difference through recruiting, as the new recruiting assistant for the Lufkin office.



Avriel Phillips - Recruiting Intern (Dallas)

Avriel has six years of experience in recruiting, and training. She lives in Dallas with her partner Vlicia, they are the proud parents of a 1 year old dachshund mix. She enjoys helping within her community, and loves the time she is able to spend with her family. Her interests include music, and poetry. She is excited about her new position, and her future with this company.

- Experienced People
- Innovative Technology
- Remarkable Results



Alyssa Tovar - Employment Coordinator (Dallas)

Alyssa has been with Etech for a year, starting the company as a receptionist and then as HR Administrator. She spends her spare time with her son who will be 2 in October, and is currently taking swim lessons at Emler Swim School. She loves going to the gym to workout. Alyssa is currently pursuing her undergraduate degree in psychology.

Christina "Nina" Hill - Operations Leader



Over the last year, the Premium C2C/Ecall programs have been on an exciting growth path and will continue to have that opportunity in the future. As more opportunities are presented and to continue to deliver on our vision of making a remarkable difference for our customers, our people, and within our communities it is critical to have strong leaders who are committed to develop successful teams. As a result we're pleased to announce the promotion of Christina "Nina" Hill to Operations Leader for Premium IB campaign for our Nacogdoches center.

Nina joined Etech in November of 2009. In her 5 ½ years at Etech most of her experience has been inside a clean room setting, working for Kohls, Stroll, and other programs. While on our Inbound campaign, she has led the Small Business voice and chat teams, Trouble Ticket team and has represented the Nacogdoches team on client calls and meetings.

Nina is originally from Syracuse New York and has been in Texas for 10 years. Her world outside of Etech revolves around her son Zechariah who will be 2 in November. Nina is having the time of her life watching him grow from a baby into a young man. Nina enjoys cooking, entertaining friends and family, and getting pampered by the same. One day she plans on traveling the world. Nina is proud to put God first in everything that she does and gives Him all of the honor and credit for her strength and success that she has had this far.

In the meantime Nina is looking forward to continuing to help the our program, strengthen our relationship with our partners and meet all KPI's.

"I Want this campaign to be a place where agents want to work and can make a career out of it!" Nina Hill

• Experienced People • Innovative Technology • Remarkable Results



Jenny Benoy - Manager, HR & Admin -Gandhinagar

Jenny has joined Etech as a Manager - HR & Admin for Gandhinagar. She holds a Bachelor degree in Vocational Studies from Delhi University, Post Graduate Diploma in Executive Management from YWCA - Delhi and is a certified Green Belt in Six Sigma from TUV SUD Asia.

Jenny's responsibilities will include, but not limited to the following:

- Participate in the development of organization's plans and programs as a strategic partner with an emphasis and clear sense of the impact to the human capital
- Partner with senior management to implement and support HR policies, practices and programs including employee relations, wage and salary administration, benefits
- Supervise the HR staff and lead the HR team in creating an inviting and cohesive employee experience
- Provide comprehensive advice on HR processes, strive for excellence in deployment of processes, and provide inputs to on issues related to processes
- Support the different leadership teams in calibrating their staff within the performance management framework and facilitate quality discussions with their staff
- Provide employee relation framework, including employing, managing, establishing communication channels, benchmarking employment terms
- Evaluation of the human resource division structure and team plan for continual improvement of the efficiency and effectiveness of the group as well as providing individuals with professional and personal growth with emphasis on opportunities (where possible) for individuals
- Provide leadership to the HR team and build organizational capability and effectiveness
- Ensure a strong focus on internal customer satisfaction

She is a competent HR professional with over 10 + years of rich experience working with various industries like ICT companies (Software Development and Telecom), SAP Partners and Education. Exposure across the Industry, led the position with collaborative management style and a never dying attitude. Proven track record in entire gamut of HR be it driving HR initiatives and Automating Processes; Conceptualizing, designing & implementing HR Policies, Reporting & Authority Matrix, Retention Strategies, Talent Acquisition, Goal setting and cascading into individual KRAs, Setting up Sales Offices for new entities Overseas, Employees engagement initiatives, CSR activities, Legal and Social Compliance.

Jenny is happily married for 10 years now to Benoy who is a Banker by profession. She is also blessed with a 6 yrs old son named as Mark Benoy.

She is a lead choir member in Church and is fond of listening to soft music. She and her 7 friends together founded a CSR committee known as 'SEVAARTH' which is dedicated to Specially Challenged Children - Mentally Retarded, Disabled and Orphans. The committee and the members have their Goals and KPI's set on an yearly basis to conduct various programs and activities. All the finances to run the committee is managed and funded by the members themselves. Lastly, she is a foodie by nature - loves experimenting new restaurants which serves Non-Veg and giving her review free of cost.

- Experienced People
- Innovative Technology
- Remarkable Results

Amber Hobson, Payroll Leader

As a manager, it is always good to see employees further their career here at Etech and assume new responsibilities. I am very happy to announce the promotion of Amber Hobson to Payroll Leader!

Amber started off with the company as an Outbound Sales Rep in 2004. During her career with the company she has moved into many positions over the years. She has been an Inbound & Outbound phone rep for Bellsouth & AT&T, a business phone rep for DMI and AT&T, Sales Support Assistant for AT&T, and Staffing Coordinator for AT&T C2C & Apple. Since 2011 she has been in Payroll and started off as a Payroll Coordinator and moved to Sr. Payroll Coordinator in 2014. Currently she has accepted the Payroll Leader position. Amber will be leading the Payroll team under the direction of Rick Cline, Controller.

Amber is very close with her family and spends most of her free time with her family. She loves spoiling her nephew Trevor and niece MaHailey. When she isn't spending time with her family she loves relaxing at home, fishing, gardening, and making candles.

National Left Handers' Day

Did you know that August the 13th is National Left Handers' Day? Launched in 1996, this yearly event celebrates left-handedness and raises awareness of the difficulties and frustrations left-handers experience every day in a world designed for right-handers.

Did you know that left handers's make up about 10% of the general population. Women are more likely to be right-handed than men by about 4 percentage points.

Mothers who are over 40 at the time of a child's birth are 128% more likely to have a left-handed baby than a woman in her 20s

According to tradition, an itchy left hand indicates you will lose money. An itchy right hand indicates you will receive money

Tests conducted by St. Lawrence University in New York found that there were more left-handed people with IQs over 140 than right-handed people. Famous left-handed intellectuals include Albert Einstein, Isaac Newton, Charles Darwin, and Benjamin Franklin

Chris Rogers,
Deborah Morabito,
Tim Pauley and
Pam Barrett.....
Our lefties from
the West Virginia
Office!!!



- Experienced People
- Innovative Technology
- Remarkable Results

Flowers

Flowers for a Huntington Sales Coach Connie Wells, for appreciation. It brings a smile to her face...but she is always smiling rain or shine...Great Job Connie!!!!



West Virginia Office promotes I AM ETECH

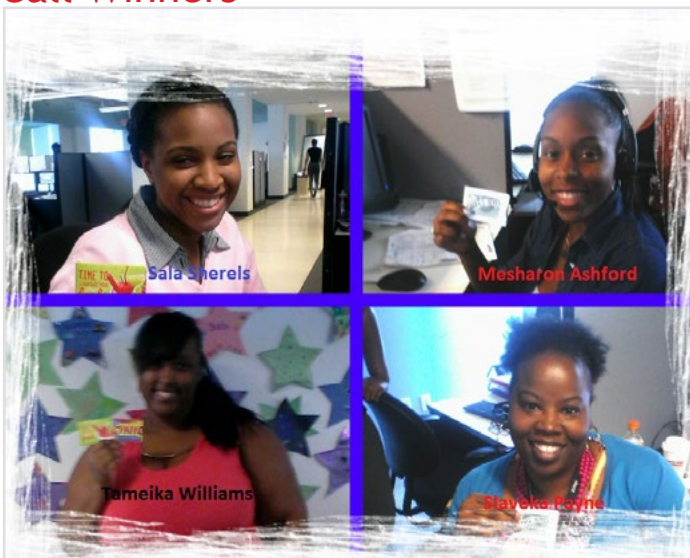
August Top Sales Agents!!! Gift cards were the goal and by the smile on their faces you can see that they are the winners !



Above are winners Tim Pauley, Frema Belville and Judith Hager. Below are winners Lillian Faulkner and Alice Draughon. Congratulations Team Huntington !!!



Etech Dallas -Premium Ecall Zudo Call Winners



Etech Dallas 3Year Anniversary



- Experienced People
- Innovative Technology
- Remarkable Results

I am Matt Cole



I have been with Etech for over 10 years and during that time have had the opportunity to fill many roles. I currently am the Leader of the Training Department which means I support our trainers in being effective in their job. I love this role as it allows me to impact the foundation of education that we give all of our new hires. We are investing in

Team Members and have the opportunity to enrich their lives. I want to make a difference in our community and I believe I get this opportunity in the training department.

"I can do all things through Christ which strengtheneth me." (KJV)

And . . . I AM ETECH

I invite you to visit www.etechgs.com to find out how you can become part of a company that cares about its people and their families.

Congratulations, Ruchira Lijoy & Lijoy Jose!



Ruchira Lijoy, our Recruitment Leader at Gandhinagar, and Lijoy Jose, BD Manager, were blessed with a baby boy on the 8th day of August. They have named him Evan.

Now that their precious son is born, they would need to brush up on stories about super heroes and little monsters. Enjoy and best wishes, Ruchira & Lijoy!

Etech Dallas -Top Dog Maricela Romero Theme Day



- Experienced People
- Innovative Technology
- Remarkable Results

What Do Our Call Center Employees, A Cross Country Runner, A Bird of Prey, and a Jet have in common?



This is not a bad joke, read on to learn how these are all tied together in a most curious way. Cross Country running is a sport in which teams and individuals, men and women run a race on open-air courses over natural terrain. This terrain can be mountainous, sandy, forested, muddy or a combination all of these. But one thing is certain it is always challenging. The runners are often referred to as **Harriers**. Both men and women of all ages compete in cross country, which usually takes place during autumn and winter, and can include weather conditions of rain, sleet, snow or hail, and a wide range of temperatures.

You may vaguely recall from your fifth grade science class, Harrier's are also an aggressive raptor bird similar to falcons. They were given this name because of their habit of circling their prey before attacking, hence their class name of circus, which means circle in Latin.



Then we have the United States Marine's jump jet, the Harrier Jet used by the USMC, the British, Italian, and Spanish Navy. The Harrier jet is capable of landing on almost any terrain, short landing strips, either vertically or horizontally. In essence a jet that can do the impossible, landing and taking off almost on any type on conditions except water.

In this spirit the Palm Beach Center, LLC recently added 13 new TSR's, **our own Harriers**, to cover territory for **Cross Country Nationwide program**. Our TSR's have been trained, rehearsed, and are in prime dialing condition to compete and hungry to earn their medallions.

The Palm Beach Harriers are successfully dialing Nationwide to win over Cross Country's clients one call at a time. **Go Palm Beach Harriers!**

5 Years Milestone

Our team members got together to celebrate the contribution of the vintage heritage of Etech Baroda. Team members were honored for their unison with us for more than 5 years in continuation. Recipients were delighted to receive the scroll from our Vice President - Patrick Reynolds.



- Experienced People
- Innovative Technology
- Remarkable Results

Etech Dallas-2015 Etech Idol



Etech Dallas 2015 Etech Idol Winners



- Experienced People
- Innovative Technology
- Remarkable Results

Etech Dallas July R&R



- Experienced People
- Innovative Technology
- Remarkable Results

Congratulation!!

For the fiscal month of July 2015 Etech Dallas Time Warner staff was rank #1 out of 10 vendor sites. They held the #1 spot everyday for the month. What an outside accomplishment. Keep up the great work!

(pictured: bottom row L-R: Antwan Huskey, Alexia Antoine, Robin O'Neil, Keyosha Traylor, Denise Ghaazee, Raykelle Thomas (middle row L-R: Mikevia Williams, Amanda Johnson Dominique Bridges, Alesha Thompson, Joneit Pride, Erica Warner, Kenneth Anderson; back row L-R: Brandon Linville, Steve Anderson, Reginald Taylor, Avriel Phillips, Alisha Barnes, Ivan Valera, Devon Hawk, Courtney Colston, Jamodd Burks)



OD Session

"Being a professional is doing the things you love to do, on the days you don't feel like doing them."

OD session on Professionalism at workplace was conducted at Etech Baroda; wherein, a good number of TMs participants joined for the in-house training over 3 sessions. All the sessions were interactive and the team members were very enthusiastic throughout the session. Various experiences were shared and this helped people understand professionalism better. We look forward to many more such sessions from Learning and Development Team.



- Experienced People
- Innovative Technology
- Remarkable Results

OD Training - Switching to a Positive Lifestyle

The Learning & Development team completed 3 slots of OD Training for TMs on **Switching to a Positive Lifestyle**. We'd like to thank all the leaders for encouraging their TMs to participate in these sessions and for making this Etech initiative a grand success. All the TMs actively participated, exchanged thoughts, learnt, and re-learnt a lot of things that would help them keep away from the negative thought process and incorporate positive thinking in their busy lives. In all, **81 TMs** attended this training. Here is what the participants had to say about the training:

I attended an OD session about following a positive life style and it was really awesome. I learned how to curb the negative thought process & convert it into positive one. New learning- Allocate one hour for worry. - **Malhar Trivedi**

Today's world needs a lot of positivity and I felt awesome after this session. Waiting for another session Just like that! - **Abhishek Shukla**

Factor of "I can" which will help me achieve my goals in a positive manner. - **Parmeet**

You can overcome any problem/ situation because there is nothing "Impossible". You just have to say "You can!". - **Kriti Sharma**

It was a good session. We all like to be influenced with a positive attitude around us and this session reminded me to follow the same path. Thank you for conducting this session! - **Mithun Menon**



ETech Dallas Encouraging- In Memory of Camesha Chambers

Encouraging; this is what comes to mind when I think about Camesha Chambers, a former employee of Etech Dallas.

I recall a time when I wasn't feeling good about some things, and she saw the devastation in my face. She pulled me aside and just began to give me some encouraging words. The entire time I was thinking, "Wow, her words are actually making me feel better in spite of!" I left that conversation with a greater outlook on what I was going through and a smile on my face. A greater outlook, all because of the encouraging words Camesha shared with me.

How often have you seen someone who is down in the dumps, but you didn't take the time to encourage them? I'm thankful Camesha recognized she had an opportunity to showcase a caring spirit towards me!

While Camesha is no longer with us, I'm reminded of a story in the Bible that is very promising on her behalf. Jesus was asked to raise the dead in Lazarus. He did just that and said, "I am the resurrection and the life. He who believes in Me will live even though he dies; and whoever lives and believes in Me will never die." ~ John 11:25

If Jesus raised Lazarus from the dead here on earth, how encouraging is it to know He will raise Camesha in the afterlife? I encourage all who may be going through tough times to follow the example that Camesha exhibited towards me. Encourage those who look like they're having a tough day. Whether they're a stranger, a friend, a family member, a spouse; it doesn't matter. You never know how your encouraging words can give life to someone; much like Jesus did to Lazarus.

Philippians 1:21 says, "To live is Christ and to die is gain." Heaven just gained another angel in Camesha. May she rest in peace with our most heavenly and gracious saviour, Jesus Christ.

- Tyson Pradia



- Experienced People
- Innovative Technology
- Remarkable Results

Theme Week

Etech Baroda observed a week with different themes each day. The themes observed during the week were: Bollywood, White and Denim Day, Twins Day, Mix and Match Day, Googles and Caps Day. All the Team Members participated with great zest and fervor.



• Experienced People • Innovative Technology • Remarkable Results

Etech's Got Talent 2015

Etech Baroda organized Etech's Got Talent-2015 this month. The participants danced, acted, conducted magic shows, played musical instruments, vocals, and did standup comedy to showcase their talents. Contestants competed before a full pavilion of wonderful cheering spectators all the way.

Performance was judged on contestant's ability to present original material that draws audience into the performance and eliciting a positive response from spectators with personality, originality, and poise.

Our Vice President, Patrick Reynolds, judged for the contest and made it even more memorable evening for everyone at the center.

Below are the names of the winners of Etech's Got Talent:

- First Position : Dharmindersingh Shergill
- Second Position : Jinisha Chowdhary & Nirag Dagur
- Third Position : Abhimanu Hari
- Fourth Position : Pushpendra Uikey



- Experienced People
- Innovative Technology
- Remarkable Results

Independence Day Celebration

It was the 69th year of India's Independence, and Etech Baroda was all excited to celebrate it with patriotism. This special day brought all the colors, culture, and diversity of our people together under one roof.



- Experienced People
- Innovative Technology
- Remarkable Results

Rewards & Recognition Ceremony

It was fun-filled time to recognize our team members for their excellent work in Rewards and Recognition ceremony. It was exciting for our team here in Baroda to be rewarded for their excellent work done. We also celebrated the birthdays of Team Members who celebrate their birthday in the month.



- Experienced People
- Innovative Technology
- Remarkable Results

CAT Activity: Special Olympics at Madhurya Bhavan

“The only disability in life is a bad attitude.” - Scott Hamilton

With the Vision of making a difference for the community we dwell from, the Community Action Team at Etech Gandhinagar visited **Madhurya Bhavan**, a home for the differently abled. CAT has been to Madhurya Bhavan on many occasions to spend time with the members there, conduct activities, and render support with some essentials. This month, we were a part of their Annual Sports Day - Special Olympics, as they call it. The members from different age group participated in variety of sports such as Long Jump, High Jump, Shot-put, 200m race, 200m fast walk, 100m sprint, 400m race, basketball throw, and various others. We cheered them the loudest we could; our hands wouldn't stop clapping seeing the mesmerizing performance by the members.

The sisters who take care of Madhurya Bhavan gave us the privilege of honoring the winners with Medals. For us, all the members residing at Madhurya Bhavan are winners. They proved to us that they choose not to place “DIS” in their ability.

Owing the request from the members of this home when we last visited them, we took some sports equipment for them. Etech's Community Action Team sponsored a basketball, a football, badminton rackets, a cricket kit, and flying disks for the members. This made them really happy and their smiles were our treasure.

We'd like to thank all the employees at Etech GNR who contributed to the success of this event.



- Experienced People
- Innovative Technology
- Remarkable Results

11 Years Milestones!



Vijay Thakor, Facility Supervisor

Ever smiling Vijay joined Etech India family on July 1, 2004, as an Office Boy. He moved up the ladder and now leads the entire facility team at our Gandhinagar centre.

He likes accepting challenges and has been backbone of admin team at the work execution level. Etech is another home for him. He is often seen along with his team. He likes spending time with his kids when not at work.

We'd like to thank all the employees at Etech GNR who contributed to the success of this event.

Partha Saradhy Gopinath, Finance Executive

The smiling face of Finance, Partha Saradhy Gopinath, joined the Etech India family on 18th August, 2004 in finance department.

He is a spiritual person and starts his routine at office with prayers. He has won many awards in R&R at Etech for his excellent work.

Saradhy likes travelling and spending time with his family.



Vishal Choudhary, Asst. Director ITS Projects - India

Vishal Choudhary joined the Etech India family on 11th August, 2004, in ETS department as Network Administrator. With time and the knowledge he possesses, he grew and now takes care of Projects for India Centres.

He has led the IT team and has been part of many programs launched at Etech India.

While not at Etech, he is a complete family man and likes spending time with his kids.

Rewards & Recognition Ceremony - Etech Gandhinagar



- Experienced People
- Innovative Technology
- Remarkable Results

Chess Tournament

Etech GNR's Work Life Balance Team organized Chess Tournament - 2015 in the month of August. We saw around 24 team members participating in the tournament which was enjoyed at the fullest by every participant as well as the audience. The participants and audience had a nice time watching great minds at planning and strategizing their moves and saw a few cut throat games as well.

The tournament started with round robin matches which led to quarter finals, semi finals and then the final match. Mukesh Sharma won the tournament impressively and had a close contested game in the final match against Rohit Battad who ended up as the runner up.

Special thanks to Hitesh Patel who helped to organize and manage the tournament in the day shift.



- Experienced People
- Innovative Technology
- Remarkable Results

Independence Day - Etech GNR

*Freedom in the Mind,
Faith in the words,
Pride in our souls,*




This Independence day, we salute those great men who made this possible!

Everybody came together to celebrate the 69th Independence day at our Gandhinagar center. Everyone was dressed in the tri-color attire with faces painted with the Indian Flag. Everyone got together to watch patriotic movies and celebrated this day while remember all those who made this possible.



- Experienced People
- Innovative Technology
- Remarkable Results

Character award winners for Humility-2014

Character Award	<i>Humility</i>		
Winner	<i>Dan McMahon</i>	<i>Niraj Malik</i>	<i>Vinit Patel</i>
Photo			
Joined Etech on	March 20, 2006	02nd November'2011	20-09-2010
Current Role	Sales Coach for our Premium Wireless, Nacogdoches Center	QA Lead (EMS)	Floor Trainer - Premium C2C Campaign
How they feel on winning the award	<p>"It's certainly humbling, so to speak to receive this award and for the 3rd time. It's also rewarding to think that there are those that I associate with on a regular basis that really think that way about me.</p> <p>I am so appreciative of the people that I represent and that represent me and this company."</p>	<p>What it means to you to receive such an award - This award is a very special one for me as it is the first one I got as a leader and in the very first year I was eligible. Also, it is for the character value I truly believe in - Humility. This leadership recognition will go a long way in boosting my confidence and definitely strengthens my relationship with Etech.</p>	<p>It has been a great journey since I joined E-tech and I am really thankful to all my leaders who encouraged me to be honest. This led me to follow the practice within my team and with our people. Thanks to all my leaders and because of them, I am receiving this award "Humility".</p> <p>I am very pleased to receive this award and I will continue doing my excellent work to make remarkable difference to our people and our community.</p>



Birthdays in March

Jennifer CardenasMarin	09/01	NAC	Sherri Cullum	09/10	RUS	Tyree Rogers	09/18	NAC
Anita Madhwani	09/01	GNR	Pushpendra Uikey	09/10	BRD	Harsh Vyasa	09/18	GNR
Mariah Page	09/01	NAC	Arvind Kaviya	09/10	GNR	Roshelle Parker	09/19	NAC
Jacqueline Ambrose	09/01	GNR	Britnie Jeffress	09/11	NAC	Basundhara Sharma	09/19	GNR
Mahendra Chitte	09/02	BRD	Tammy Trantham	09/11	RUS	Manish Chawla	09/19	BRD
Deana Allen- raspberry	09/02	RUS	Mikeal Brimer	09/11	NAC	Saurabh Gupta	09/19	BRD
Tatyana Levitzki	09/02	LUF	JEANNE SHUELL	09/11	LUF	Mary Sommers	09/19	NAC
Anmol Kakkar	09/03	GNR	Shyam Bhadra	09/11	GNR	Jasionae Joseph	09/19	DAL
Amanda Nash	09/03	LUF	Michelle Sebastian	09/11	GNR	Fagun Shah	09/20	GNR
Shaquala Mckinney	09/03	DAL	Matthew Cole	09/11	NAC	Samson Abraham	09/20	GNR
Ivan Valera	09/03	DAL	Vishal Joshi	09/11	GNR	Tushar Vaghela	09/20	GNR
Ruby Hewitt	09/03	PAL	Rhonda Moats	09/11	DAL	Jamica Bennett	09/20	NAC
Sharad Lohiya	09/04	GNR	Dipen Joshi	09/12	GNR	Abhay Tiwari	09/20	GNR
Hussain Bhanpurawala	09/04	GNR	Mahavirsinh Limbad	09/12	GNR	Manoshi Manoharan	09/20	GNR
Renaldo Hunt	09/04	NAC	Joseph Ramsey	09/12	NAC	Vijay Jetwani	09/20	GNR
Shery-Ann Powell	09/05	JAM	William Yarborough	09/12	NAC	Amit Makwana	09/21	GNR
Hima Chhadia	09/05	GNR	Ragini Tamang	09/12	BRD	Jasmine Purrier	09/21	JAM
Himesh Patel	09/05	BRD	Briana Golden	09/12	PAL	Emily Shaw	09/21	NAC
Murtuza Lokhandwala	09/05	BRD	Rw Fisher	09/13	LUF	Maheshbhai Macwan	09/21	BRD
Adrian Cruz luyanda	09/06	NAC	Jameellah Wolf	09/13	LUF	MohamedJuned Shaikh	09/21	BRD
Marion Graves	09/06	DAL	Brittany Shepherd	09/14	LUF	Antwan Huskey	09/21	DAL
Desiree Edwards	09/06	DAL	Sarai Muniz	09/14	NAC	Courtney Colston	09/21	DAL
Melissa Skelton	09/06	NAC	Arun Panwar	09/14	GNR	Charles Woods	09/22	DAL
Latorri Richardson	09/06	DAL	kennalee pincheira	09/15	DAL	Minesh Rohit	09/22	BRD
Emily Richardson	09/06	NAC	Casey Jones	09/15	NAC	MohmmmedRazin Saiyed	09/22	BRD
Saket Jain	09/06	BRD	Gordon Trott III	09/15	NAC	Mitesh Goswami	09/22	GNR
KENNETH ANDERSON	09/07	DAL	Devin Hawk	09/15	DAL	Harsh Shah	09/22	GNR
Farhan Ahmed	09/07	BRD	Dallas Watson	09/15	NAC	Scott Strong	09/22	NAC
Faith Jordan	09/07	NAC	Dekota Allen	09/16	RUS	Mithilesh Vora	09/22	GNR
Brandon Duckett	09/07	NAC	Shelby Birdwell	09/16	RUS	Chantrell Trotty	09/23	NAC
Jessica Thompson	09/07	DAL	V Geeta	09/16	BRD	Pamela Parsons	09/23	RUS
Pritesh Patel	09/08	BRD	Cheryl Carrier scott	09/16	LUF	Michayla Baskin	09/23	NAC
Rutvij Pathak	09/08	BRD	Jerry Handy	09/16	NAC	Kiara Brown	09/23	DAL
Akanksha Tripathi	09/08	GNR	Regine Demison	09/16	NAC	Muktesh Gandhi	09/23	GNR
Daksh Bhatt	09/08	GNR	Jennifer Guzman	09/17	DAL	Taneal DawnsJames	09/24	JAM
Vishal Tiwari	09/08	GNR	Manan Gajjar	09/17	GNR	Zachary Ortiz	09/24	NAC
Virendra Singh Cheba	09/08	GNR	Lywonna Adams	09/17	NAC	Danekia Crane	09/24	NAC
Dylan Keith	09/09	LUF	Amanda Kennedy	09/18	LUF	Renee Childress	09/24	LUF
Suresh Kamvani	09/09	GNR	Maulik Barot	09/18	GNR	Nastassya Foster	09/24	JAM
Uvesh Shekhani	09/09	BRD	Dante Randle	09/18	NAC	Divya Sawant	09/24	BRD
Dipika Parmar	09/09	BRD	Tyrus Gamble	09/18	DAL	Meghana Jadav	09/24	GNR
Rutvik Trivedi	09/09	BRD	Zena Tutt	09/18	NAC	Stephen Grimes	09/24	RUS
Ankur Patel	09/09	BRD	Cheyanne Miller	09/18	RUS	Tanyia Manausa	09/25	LUF
Theresa Graham	09/10	NAC	Ricardo Otero	09/18	PAL	Abhinav Dwivedi	09/25	GNR
Aslam Ahmed	09/10	BRD	Leo Gibbons	09/18	NAC	Abhishek Dev	09/25	GNR
Sakai Fuggett	09/10	NAC	Murtaza Fanuswala	09/18	BRD	Michael Hughlett	09/25	LUF



Birthdays in March

Tushar Parmekar	09/25	BRD	Mitul Maheshwari	09/27	BRD	Rebeca Garcia	09/29	NAC
Nikista Sanders	09/25	DAL	Brianna Jenkins	09/27	PAL	Milan Tiwari	09/30	BRD
Rinjalkumar Pandya	09/25	BRD	Ishan Satapathy	09/27	BRD	Timiku Landon	09/30	NAC
Destiny Lampkin	09/26	NAC	Breosha Dunn	09/27	NAC	Morgan Hayter	09/30	NAC
Luis Mendoza	09/26	LUF	John Ross jr	09/27	LUF	Jacqueline Maher	09/30	NAC
Prerak Agrawal	09/26	BRD	Premilaben Parmar	09/27	GNR	Jonathan Fernandez	09/30	NAC
Rachel Gill	09/26	NAC	Tejpal Singh	09/28	BRD	Demetria Austin	09/30	LUF
Sneha Arora	09/26	BRD	Chad Bell	09/28	NAC	Lanickia Dennis	09/30	LUF
Hannah Cox	09/26	RUS	Erica Warner	09/28	DAL	Mary Mize	09/30	LUF
Kevin Vanderende	09/26	NAC	Michael Nickle	09/29	RUS	Kishore Kumar Singh	09/30	BRD
Christina Roland	09/26	LUF	Thomas Sharp	09/29	NAC			
Kailla Parker	09/27	RUS	Jasmine Truesdale	09/29	NAC			



HAPPY BIRTHDAY

HUMILITY



ETECH defines HUMILITY as being sincere, transparent, open and honest. An employee who can admit imperfection and a need for others in order to succeed shows HUMILITY. An example of showing HUMILITY at ETECH is accepting responsibility when goals aren't met and creating solutions to overcome challenges.