



NEWSLETTER

**JUNE - JULY 2017**

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



## Happy 14 Year Anniversary Etech!!!

Hello **ETECH** Family!

Over fourteen (14) years ago, I was working for a company that owned our call center in Nacogdoches, Texas. The company and center were facing challenging financial times. The decision had been made to close down the Nacogdoches contact center. With hundreds of jobs on the line, it was a time of great concern for me, my family, our community, our customers and our team members.

That is about the time that I met a gentleman by the name of Dilip Barot. Dilip, along with myself and a team of innovative thinkers, saw opportunity in the concern. What could be done to save the center and the jobs of so many? We created a business plan, secured the needed investments and positioned the company as a stand-alone solutions provider. On June 15, 2003 **ETECH** was born, we were born!

It's hard to believe that after our humble beginnings, just 30 days from closing our doors, **ETECH** is now one of the leading contact center and technology solution providers with 2500+ employees in eight locations worldwide. We founded our company with the desire to make a difference in the lives of our people, our company, our customers and our communities through a servant leadership approach. We established the 12 character commitments that would help us achieve our goal. Today, our vision and mission epitomizes the same desire that took us from start-up to the successful global organization that we are today. Congratulations Etech on this award.

### Etech's Vision

To make a remarkable difference for our people, our customers and within our communities.

### Etech's Mission

Etech is a servant leader organization providing superior customer experiences and innovative solutions which enable clients to build stronger brands, strengthen customer relationships, and gain market share.

HAPPY 14 YEARS TEAM **ETECH**! CONGRATULATIONS and THANK YOU for all you do. I believe this year will be our finest yet!

May God continue to bless us and guide us,



Matt Rocco,  
President/Managing Member





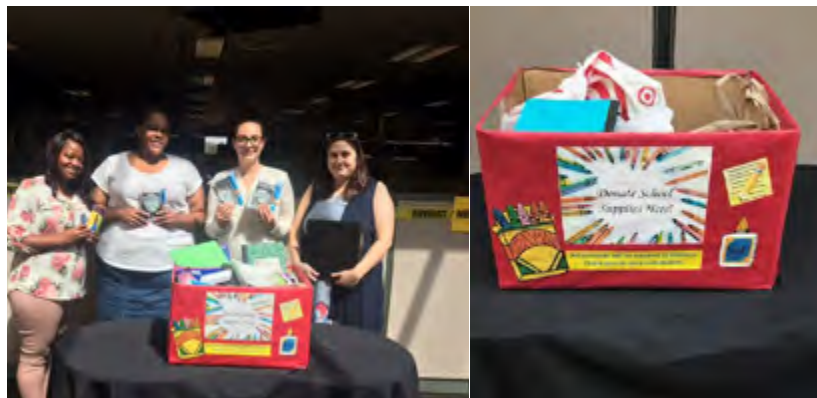
## Etech Give Back Program - Adopt A Highway - Lufkin

Volunteers from Etech Lufkin got down and dirty when they went to clean the two-mile stretch of highway, showing their hometown pride. Agents and leaders alike donned their orange vests for safety and proceeded to beautify Highway 95. People from all different campaigns got involved. (Pictured below is Selina Gonzales, Randy Jones, Jessica Garcia, Suzie Henry, and Jessica Teage)



## Etech Give Back Program - Back to School, Nacogdoches

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



## Etech Give Back Program - Blood Drive, Dallas



Etech Dallas partnered with the Carter Blood Center, and the following donations were collected:

- Whole Blood - 8 participants, 3 deferrals and 5 pints were collected
- Double Reds - 2 participants, 0 deferrals and 4 pints were collected

TOTAL - 10 participants, 3 deferrals and 9 pints were collected

***The 9 pints collected may help up to 27 patients!***

Please give a special thanks to your donors for saving lives!



**Etech Give Back Program - Volunteers to the Thrift Store, Dallas**





## Aspiring Leader Graduation – Nacogdoches

Pictured you will see the Aspiring Leaders June graduation class with the Director, Ben Johnson and Corporate Trainer, Jay Smart.



## Aspiring Leader Graduation - Palm Beach

Palm Beach Center recognized Vallera Celormy for her successful completion of the Aspiring Leaders Program. Congratulations to a job well done!



## Happy 5 Year Anniversary Dallas





## July Pizza Party!

Who's Ready for Pizza?

Rusk C2C top team members enjoy lots of pizza for exceeding performance expectations and being the TOP TEAM on the floor! Way to go Rusk!!

Grp picture1 - Sheila Cain, Alex Husbands, Kim Phillips, Jessica Blount, Kailla Henson, Destiny Wolf, Hannah Rangel

Grp picture2 - Sheila Cain, Nate Diven, Danyel Loya



## Dallas Breakfast on Inbound Program



## Contest Winners from the Training class

Emily Davis, Dallas - We appreciate your hard work!



## Father's Day - Tie Day

In honor of all our Fathers, Etech Rusk wore special neckties on Father's Day. Etech partnered with Rusk ISD and the Rusk Chamber to wear ties designed and crafted by a child in Rusk Elementary. What an Awesome job these students did in creating these special ties!!

Pictured - Nate Diven, Charlotte Rasmussen, Danyel Loya, Carrie Christian, Michael Alamazon



## Etech Give Back Program - Hot Dog Fund Raiser

Good Food and Great Team Members!

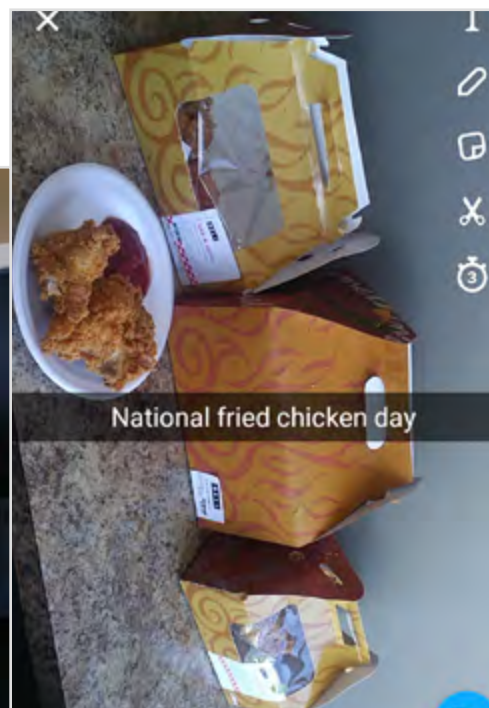
Raising money for our Community Action fund. Brandy Wilson, Danyel Loya, and Alexis Pardue enjoying homemade cupcakes, and grilled hot dogs. Thank you to BJ Lantz for grilling and Charlotte Rasmussen for baking - You did a FABULOUS JOB!!





## National Fried Chicken Day

Palm Beach Center employees had fun celebrating National Fried Chicken Day.



## Houston T-Shirt Day

Pictured you will see the Houston center rocking their Etech t-shirts!





## Etech Give Back Program – A visit to the Rampura Primary School, Gandhinagar

Living by Etech's vision of making a remarkable difference within the community, the Community Action Team at Etech Gandhinagar visited the Rampura Primary School to spread awareness related to personal hygiene and distribute hygiene kits to the students that could be utilized by them and their families.

Rampura is the smallest village in Gandhinagar district with a population of only 200 people. Such Low population makes it a village with no access to personal hygiene education or even the basic human needs.

An NGO committed to empowering the low income households in Gandhinagar shared the story of Rampura and its poor state with the CAT team members. The children needed to learn the basics of hygiene and hygiene kits. The Community Action team responded within no time. We decided to arrange hygiene kits and visit the school the very next day.

This visit was to kick start the journey of making a difference in the lives of people living in this village. During this visit, we witnessed the hardship these families face just trying to survive and live a decent life.

We spoke to the children about the importance of hygiene, and how to empower themselves towards leading a cleaner and better life. The Community Action team played games with them, joined them while they sang some great songs and prayers, and distributed the hygiene kits that included: toothbrushes, bathing soaps, washing soaps, toothpaste, hand wash.

We also distributed some food packets to the children. The glow in their eyes made our day. We spent a good time with them talking about the importance of hygiene, especially during the monsoon. We also talked to them about how to talk to their families about hygiene and what should they take care of while at home.

We plan to visit them often and help them elevate their living standard. This is just the beginning, Etech. We are committed to make a remarkable difference in the lives of people in this Village. Rampura, we are with you!



## Leadership Appreciation Lunch - Dallas



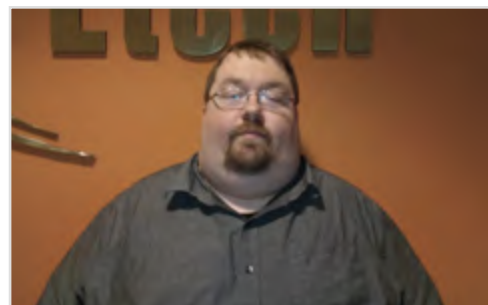
## Lufkin Tuition Reimbursement for Second Quarter

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



## Say Hello to Michael Holt - New Trainer at Etech Dallas

My name is Michael Holt, I'm a trainer here in Etech Dallas. Prior to working here, I worked for a company called 24-7 Intouch supporting Netflix. I began my career as an agent and worked my way up to Team leader. My other call center experience includes Xbox, Fedex and World of Warcraft. I have over 10 years of retail management, and training experience. I am a friendly and out going person and a fun fact about me is that I can play 6 Instruments. Some of my hobbies include gaming, camping, and writing.



## Whacky Wednesday!

The Nacogdoches center celebrated "Whacky Wednesday" by having a balloon race! In order to win the race, contestant must blow maximum number of cups off the table using the air in the balloon. Pictured you will see Ann Thomas racing Aaron Masten and Kourtney Gulley competing against Shane Cone. Please check out Etech's Facebook page to view each video to see who won!





## Etech Give Back Program: United Way – Day of Caring

Etech Nacogdoches partnered with their local United Way organization to volunteer for the 1st annual Day of Caring. The Nac team consisted of Kim Herrera, Charles Roquemore, LaMarcus Wallace, Corinna Yawn, Nancy Wright, Dana Thorn, and Sara Donaldson. Prior to the Day of Caring event, organizations from all over the city gathered up personal items, pet items, non-perishable food items, & household items to donate to the cause. Upon arriving to the event, it was overwhelming to see the boxes and boxes of items that each organization donated. Etech's responsibility was to sort and deliver items to various local charities that the United Way supports (Harold's House, Godtel, Animal Shelter, etc). It was amazing to see different organizations working together to help those in need. We look forward to participating in the event next year!



## Rewarding the Achievers - Sales Contest Winners





## Referral Rumble!

Nacogdoches came out on top in a referral battle against our Lufkin Center. In 3 weeks the Nacogdoches center had a total of 33 referrals! The Leadership team was awarded with Bar-B-Que from Chambers Smokehouse served by our Lufkin Director of Operations Jon Johnson and Channel Manager Brandon Chambers. Great job Nacogdoches!

Don't forget to take a look at the Referral Bonus in our Employee handbook to see how you can earn extra money!



## Lufkin Beach Week

Etech Lufkin celebrated Beach Week to help beat the heat. Agents dressed in their favorite beach attire and even brought props for the festivities. The competition got hot on Thursday when participants posed in front of a tropical sun set to see who would win the big prize. Our winner, Robert Cox from Clear(on the right), and April Windham started the day off with a bang. Many participants came together from multiple campaigns to show their Etech spirit. Even some of our leaders couldn't help but have some "fun in the sun" and join in with the agents.





## Etech Lufkin Dunk Booth Day

Etech Lufkin got some time to relax and unwind when the leadership volunteered to get in a dunking booth for the day. Every agent got a chance to throw a baseball and dunk their sales coach. Rosa Garcia was able to dunk her leader, Leslie Arms, who was very nervous in the beginning. Keith Roberston proved to be a real Ace, as he dunked every leader he came up against. Even our Ops Director, Jon Johnson, participated in the fun and volunteered to let agents and leadership alike, try their best at hitting the target. Hotdogs and chips were served for lunch throughout the festivities.



## Pie your CCO

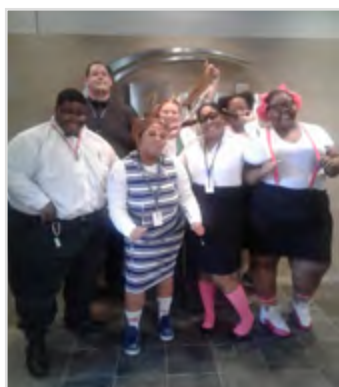
When Etech sets goals, we do everything in our power to accomplish them. Jim Iyoob made a commitment to the EMS team that if they met their goals for the month he would take a pie to the face. Our EMS team is projected to hit their goals for this month, and Jim is holding up his end of the deal. Way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



## Etech Dallas Nerd Day

## Etech Dallas Superhero Day

## Etech Dallas Wacky Hair Day





## It's Raining Festivities!

EMS Gandhinagar team decided to celebrate this monsoon with Dal Vada (Crispy Lentil Fritters) and a cup of Chai (Indian Tea).



## Rewards and Recognition – Etech Lufkin

Lufkin celebrated their MVPs and Super Stars. A luau themed party was held in the break room along with tropical decorations and sub sandwiches. Pin the coconut on the palm tree and a watermelon eating contest were the day's big games.





## 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!





## Rewards and Recognition - Rusk

Rusk Etech is feelin' pretty Beachy. A big Thank You to our UB team for providing a fun, fabulous beach time event for Rusk R & R! A great time was had by all!

### Agents;

April All Star - Megan Bailey

May All Star & MVP - Lavana Lash

June All Star - Irene Duran

### Leaders;

April All Star - Helaina Kohr

May All Star & MVP - Elizabeth Martinez

June All Star - Kim Phillips





## Rewards and Recognition - Gandhinagar

Rewards and Recognition ceremony has become an integral part of our culture of celebrating success and rewarding those who make a remarkable difference month over month.

Getting rewarded and applauded in front of the whole center holds a special value for everyone, and we ensure the appreciation and the hype doesn't end with the ceremony. Everyone on the floor had fun playing games, and the deafening applause and cheers brought smiles over the participants' face.

People with their birthdays in this month got to celebrate it with their Etech family.



## Organizational Development Session, Gandhinagar – Managing Conflict

Etech Gandhinagar team conducted a session to help the team members manage conflict not only in the workplace but anywhere in their life. One of the L&D trainers, Rutesh, conducted this really informative session to help the team members manage conflict in their personal and professional lives, as well as take care of their day to day activities, thus enabling them to achieve better outcomes.

You could see the attendees participating actively, exchanging thoughts, learning & even re-learning the basics of dealing with conflicts.

91 TMs attended this session.

***Here is what some of the participants had to say about the training:***

- It was an amazing concept, and learnt many wonderful life concepts
- Great trainer! Explains great & interactive
- Awesome experience!
- It was like we learnt what to do
- Good atmosphere to present ourselves
- Awesome! 1 hour worth spending
- Training was inspirational, and the trainer was expressive
- It was nice to receive a training on Conflict Management, and I thank you for arranging this training session
- It was very interesting and the participation was from both the sides
- Awesome as usual!
- Great thoughts. Perfect way to connect!
- Great!!!
- Superb! Must be conducted in every organization

***Thank you, Team L&D for conducting this session.***





## Dallas 2017 Father's Day Luncheon



## Happy 4th of July from Etech Dallas!





## Fun Activity – Vadodara



## Organizational Development Sessions, Vadodara – Empowering Leaders & Anger Management

Empowering leadership can create empowered employees, and empowered employees can create better solutions to your shared problems. With this in mind, Etech Vadodara team conducted Organizational Development sessions on Anger Management and Empowering leaders this month.

Positive reaction from the attendees was empowering and motivated our team to conduct more OD sessions like this.

## Lufkin Aspiring Leader Graduation

Lufkin's Aspiring Leaders Program celebrated their hard work and dedication on July 13th with certificates and keepsakes.





## Etech Give Back Program – Toys for Tots, Vadodara

*Toys are children's words and play is their language – Garry Landreth*

Budget-strapped families often don't have enough money left to get toys for the kids. A thought that had been plaguing the minds VadodaraCSR team for a while and they decide to collect toys for 2 months & donate these new and gently used toys to the kids who need them more. A really small gesture that can brighten the day of the little ones.

New and gently used toy donations mean a less fortunate child has a warm teddy bear to snuggle up with at bedtime, a puzzle to enjoy on a rainy afternoon, a bat to practice his swing into the setting sun.

Objective of Toys for Tots was to help less fortunate children experience the joy of toy; to play an active role in the development of one of our nation's most valuable resources – our children; to unite our team members in a common cause to contribute to better communities in the future.

The smiles on the children's faces were soul cleansing and filled the entire team with a deep sense of satisfaction for making a difference and these children's life.

A big shout to all who brightened the day of young people in need by donating toys.

Donate Toy - Pass on the joy.





## Etech Give Back Program – A visit to the Lion Blind School for girls, Vadodara

*The problem is not the problem. The problem is your attitude about the problem. – Jack sparrow - Pirate of the Caribbean.*

CSR team Vadodara visited NGO “Lions Girls Blind School” Team. The team spent some quality time with the little bundles of talent & served food to them.

For past 26 years, the trust has been dedicated towards providing education and rehabilitation to young blind girls. They provide lodging, boarding, education, and vocational training and leisure activities to the girls at no cost out of their pockets.

Etech team appreciates all the efforts made by the CSR team & volunteers to make this a successful and a memorable visit.





## Happy 17 years Laminta!

What a ride it has been! We truly do appreciate all you have done, continue to do, and will do! You don't make 17 years by sitting idle!

Thank you for being willing to adapt, to learn, to teach and for living our character commitments!



## Etech Employee Awareness Program - Health Heart Lunch - Dallas HR Initiative



## Palm Beach Center Aspiring Leader

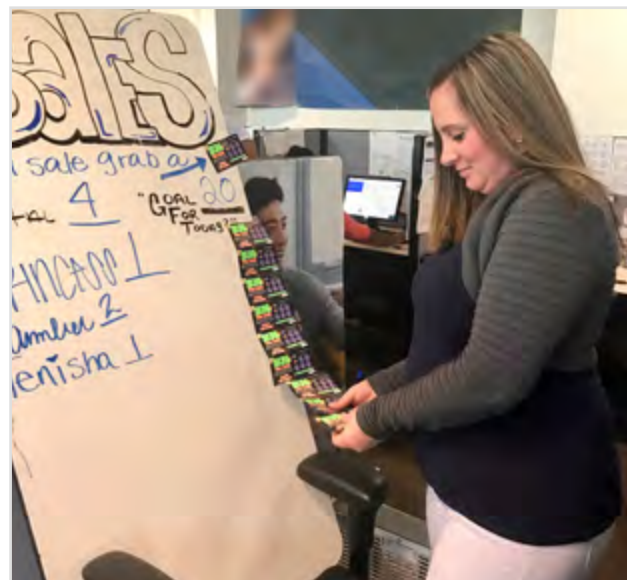
Palm Beach Center recognized Georges Buteau for his successful completion of the Aspiring Leaders Program. Congratulations to a job well done!



## Cinco de Mayo Celebration at Dallas



## Etech Dallas - Sales Competition - Lottery Tickets



## Congratulations Kevin Pratt on Graduating from Leaders Lufkin

Congratulations Kevin Pratt, Director of Technical Services, on your graduation from Leadership Lufkin.

Leadership Lufkin is a prestigious nine-month introductory program designed to identify and educate the existing and potential leaders of Lufkin and Angelina County. It consists of day-long sessions targeted at orienting the class to particular aspects and issues of the community, such as the health care and safety, social services, local/county/state government, education, economic development, and quality of life in Angelina County. The program also includes an empowering leadership training segment within each session, facilitated by professionals, and culminates at the celebratory graduation.

The program requires participation in an intense two-day opening retreat with a ropes course of high and low elements, a two-day or three-day high-energy trip to Austin to study state government and host the Lufkin/Angelina County Day reception, 5 hours volunteering at the annual Angelina County Science & Tech Fair, and 4 hours volunteering at the Texas State Forest Festival. The class is also required to attend a City Council Meeting, an Angelina County school board meeting, a County Commissioner's meeting, and a Lufkin Police Department Ride-Along. A class project is also carried out from start to finish during the 9-month program that fills a need in our community. Leadership Lufkin allows class members to become acquainted with volunteer opportunities, needs of local non-profits, Chamber goals and benefits, and community issues to find each class member's passion and niche the community. The program will prepare participants to graduate into Leadership Lufkin and begin using the skills and knowledge learned to lead our community.



## Aspiring Leader Graduation at Etech Lufkin!





## Maple Lawn Elementary 2017 Field Day - Dallas



## Happy Mother's Day - Dallas



## Etech Employee Awareness Program - Women Health & Wellness





## Etech Dallas Celebrated National Running day!



## Palm Beach Center Red Nose Day Participants

Ivan Martinez, Michael Ramsey, Lorielle Barnes, Linda Granzow, Jacqueline Hoffenden, Vallera Celormy, Rene Holmes, Georges Buteau, Tabitha Brown, Keisha Brown, Lakeisha Goolsby, Barbara Harrell.



## Apring Leader Graduates - Congratulation! - Dallas





## 2017 Etech Dallas Kickoff Meetings



## Etech Give Back Program – June Blood Drive - Nacogdoches

Nacogdoches center hosted a blood drive for the Blood center of East Texas. The turnout yielded 13 donors and 14 total units collected. Great Job, Nac!

These donations will help patients throughout our community and are greatly appreciated. Thank you Nacogdoches center for being remarkable and giving so much to help others in our community!





## Shantavia Duvall - Character Commitment Award



## Lufkin - Water Balloons contest!

Leaders were hit by water balloons for meeting their monthly KPIs.





## Reward and Recognition - Dallas



## Etech Give Back Program - Boys and Girls Club Day of Caring

Etech participated in the Deep East Texas Boys & Girls club Day of Caring. During this Community Give Back, the Etech team assisted by helping restore the Allyson Woods Playground located at the Boys & Girls Club in Nacogdoches. We had an amazing turn out. Everyone was there from including our COO, Recruiting Team, Operations, & Training department. Our team of volunteers helped restore the playground in no time.



## Announcement



### Gurudatt Medtia to Assistant Vice President

Guru began his career with Etech in 2003 in the Gandhinagar Center and was instrumental in managing all aspects of that center to develop it into the world-class contact center that it is today. He has served in a variety of key positions at Etech and consistently established a servant culture of Integrity and Problem solving. He has managed most of our supporting departments in his tenure at Etech. He was an Operations Director during his tenure in India and played a key role in launching the ISO certification, a model that is being replicated onshore. He has a great understanding of our servant culture and has always provided an effortless customer experience to our Internal and external clients while always delivering results. His tireless work ethic and genuine dedication are the definition of leading by example.

Guru and his wife Jayshree are the proud parents of Abhijeet who just received his high school diploma and will be attending college at UT Dallas this fall. An avid sports fan, Guru likes to spend his free time rooting for the Liverpool Football Club and the Green Bay Packers. Work and leisure have taken him across the globe and he continues to explore new places, including a trip to Australia later this summer.

As we continue to focus on quality, dedication and customer satisfaction integral to Etech's long-term success, we look forward to Guru's unique ability to add remarkable value to our People, our Customers and our Communities. Please join me in congratulating Guru on his new position and endeavors.

### David Carrizales to Vice President - Onshore Operations

Since joining Etech in March of 2014; David has held several roles and in each has positioned his team, and Etech for success. Below are just a few of the successes David has led his team to achieve:

- Built team Nac to be the first center to consistently deliver \$1M+/month
- Through Strive for 25% initiative drove Nac NOI to consistent record setting profitability months
- Delivered record setting retention in Nacogdoches; a model David is diligently working with his team to cascade across US sites
- First to propose and execute a model of Etech agents at a customer site
- Led the successful execution of several pricing renegotiations; resulting in the highest RPH potential of any Etech program
- Successfully supported his team to win 100% of the clients business

David's proven track record of results coupled with his growing 2017 onshore operations revenue responsibility which is over 70% of Etech's annual commitment, has made it a clear decision for Matt and I to promote David from AVP to VP.

Congratulations David and thank you for your continued focus and leadership. I'm confident the best is yet to come for you and all of our onshore teams!





**Pedrito Brown – Operations Leader (Records Retrieval)**

Pedrito is originally from Manchester, Jamaica and he moved to Montego Bay 8 years ago. Pedrito brings 20+ years of combined experience of commercial banking, distribution and logistics, IT networking etc. Over the years he has worked at various levels such as Operations Manager, Networking Manager and has also served as a lecturer for IT undergraduate courses for Caribbean Institute of Technology (HEART College of Innovation & Technology). His structured and organized nature makes him a great asset to the team. He will be playing a vital role in growth and expansion of our record retrieval processes at Mobay and will continue demonstrating strong leadership skills and exemplifying our Character Commitments.

Pedrito is married to Sharon and enjoys spending time travelling and are both devout Christians in their local Church. He likes reading (IT tech and financial markets) and liming with friends and family.

With such a diverse experience, he will bring so much value to our MoBay Centre.

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**Vaughn Johnson - Operations Sales Intern**

Vaughn is a very humble individual, and strives for excellence in any undertaking that is bestowed upon him. With his never-ending drive to succeed over all hurdles, and his detail-oriented mindset, I am extremely confident that Vaughn will be a strong pillar for the growth Sales campaign in MoBay.



Vaughn started his career with Etech on 10th November 2015 and he has excelled at both Sales, and Customer Service since then. Over the years, he has proved his mettle, his stellar performance became a textbook example for consistency.

When he is not at work, he loves reading books, and going for long walks with his dog (a German shepherd called Prince). He is also an excellent swimmer, and a formidable football player.



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**Prashant Gehani - Account Leader-EMS**

Prashant began his career with Etech in 2011 in the Gandhinagar Center and has been instrumental in our successful partnership with EMS's largest client. He has served both Operations and EMS and consistently excels and delights his clients and coworkers through his thought leadership and attention to detail. Prashant's work ethic and dedication to departmental transformation define our character commitments of accountability and vision.

When he's not working, Prashant enjoys spending time with his family, watching and playing cricket, Formula 1 racing, studying quality analytics and trying new cuisines – he describes himself as a "complete foodie". Prashant also have a very unique skill – he fluently speaks 5 languages!!!

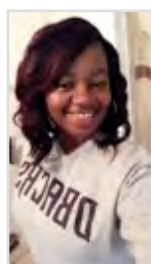
We look forward to Prashant's many talents adding remarkable value to our People, our Customers and our Communities.

**Akhil Bhardwaj, Asst. Training Leader - Gandhinagar**

Akhil's new responsibilities are managing all campaign level training including transitions, Incubation, TNI/TNA for the all the campaigns at Etech Gandhinagar. He would work closely with all the trainers to help them grow and develop while working with Operations and EMS to gather feedback and improve the overall training experience at Etech. He will continue being a strong leader and exemplifying the Character Commitments.

Akhil joined Etech in 2009 as an Online Chat Representative for Verizon Click to Chat Program. In the year 2010, he cleared the IJP and moved to Learning and Development team as an Assistant Trainer. His contagious energy and enthusiasm has led his team to consistently improve their performance and exceed expectations. His experience with Etech gives him an overall understanding of how to improve customer satisfaction, and his ability to motivate his team has led to his continued success. During his tenure with Etech, Akhil has worked with multiple Click to Chat and Quality campaigns and has been at the forefront of moves to streamline the processes of some of our major programs. During his Journey with Etech, he has been awarded thrice with the Etech Character Commitment awards.

In his free time, he likes to spend time with his family and loves to travel. He loves to watch and play Cricket.

**Ann Thomas - HR Admin**

In her role, she is primarily responsible for applicant drug testing, background checks, and the associated scanning, filing, and recordkeeping for onboarding agents, as well as assisting with center activities including Give Back service projects.

Ann was born and raised in Nacogdoches, Texas, and graduated from Central Heights High School. She started working with Etech in 2013, and has worked on an array of campaigns. Most recently worked as the Receptionist at the Nacogdoches location before moving into her current role.

Outside of work, she has 2 children that keep her very busy. Her son Zayden is 4 and full of energy, and then there is Kaniyah who is 2 and has a personality outside of this world. They definitely keep Ann on her feet and any free time is spent with family and friends.

**Himanshu Gandhi - Asst. QA Lead Intern**

Himanshu is a commerce graduate and a native of Vadodara. He has been with Etech since 2009. Himanshu joined as an OCR and received the top performer award repeatedly. After performing consistently, his passion for quality had him interested in EMS role as a Quality Analyst. He grabbed the opportunity to move to EMS in 2014. His strong product knowledge and ability to grasp the dynamic updates quickly, propelled him to the ATA (Audit the Auditor) role.

He is very fond of the regional festivals and actively immerses himself in the local community activities related to them. His hobbies include watching movies and playing cricket. The major chunk of his time is spent doing what he loves the most; spend time with his family, specially his 5 year old daughter.

After completing 7 years, he is excited and ready to take on the new challenges which will help him grow and expand his skill set.



**Emily McDonald - Receptionist**

Emily began with Etech in August of 2016 as a member of premium wireless campaign. In just one year, she has become the daytime Receptionist so you will see her greeting visitors, assisting applicants with testing, and multi-tasking at the front desk.

Emily is from Timpson, TX and has a one year old son. She is excited to learn and grow with the company!

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**Jacob Graff - Account Leader**

An East Texas native who planted his roots in Nacogdoches with his beautiful wife, Kenze, and his 2 precious girls, Ava and Rozlyn. Jacob has been a part of the Etech team for 3 years. He began as an agent, and as the campaign began to grow so did Jacob's career. He is heavily involved with special reporting requests directly from the client as well as a trusted advisor to the findings from those reports. He plays a crucial role on the program which will only amplify as we continue to ramp this year. Jacobs's knowledge, flexibility, and commitment are very much appreciate by everyone on the campaign as well as our client. I've seen Jacob grow as a leader over the past year and I am very proud of all his accomplishments!



Jacob is grateful for the leaders who have poured knowledge, time and effort into his growth at Etech over the years. Without their help, he would not have had this opportunity to climb the Etech ladder of success. Jacob looks forward to continuing to grow with great purpose and drive.

In his spare time, he enjoys spending time with his family and friends; he also enjoys playing basketball and volleyball with his work family. He also hopes one day he can own a dragon.

**Minesh Rohit, Asst. Training Leader - Vadodara**

Minesh joined Etech in July 2010 as an Assistant Trainer for Verizon. He was very good and developing the new-hires and ensuring they are successful on the floor. He was soon given the responsibility to handle Classroom Training for the new-hires; he proved himself to be very good at it and was promoted as a Trainer in 2012. Before joining Etech, he worked with Sutherland Global Services for 3 years as an SME and TCS Eserve Pvt. Ltd. for 2 years as a Team Associate. He moved to Vadodara from Mumbai in 2010 and joined Etech. His growth & development at Etech has made him a more responsible person.

Minesh's new responsibilities are managing all campaign level training including transitions, Incubation, TNI/TNA for the all the campaigns at Etech Vadodara. He would work closely with all the trainers to help them grow and develop while working with Operations and EMS to gather feedback and improve the overall training experience at Etech. He will continue to coordinate with the clients and ensure that the team is achieving the client KPIs. He will continue being a strong leader and exemplifying the Character Commitments.

**Josh 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!

**Mayank Akhani, Sr. Training Leader - Off-Shore**

Mayank joined Etech in April 2010 as an Online Chat Representative for Verizon, and since then, there has been no looking back. He has played various roles at Etech, serving as Assistant Trainer, Process Trainer, Communication Trainer, Sr. Trainer, Assistant Training Leader, and he is currently serving as the Training Leader for our Gandhinagar facility. It is evident in his career that he does not settle for mediocrity but strives for excellence in everything that he does. His consistent growth at Etech is a testimony of the opportunities Etech provides to its people. He believes that while we are doing things to the best of our potential today, we pledge to make it better tomorrow.

Mayank's responsibilities are leading the L&D Team at both the India locations on all campaign-level training including transition, BAU training, Incubation, TNI/TNA, Organizational Development sessions, Remarkable Coaching Tactics training and implementation among many. He will be closely involved in the alignment of our processes globally and making a winning team.

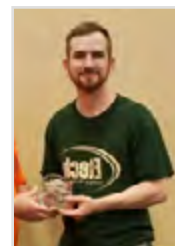
This vast role includes profound process understanding and maintaining a dedicated understanding of client objectives and ensuring his teams deliver to it. His passion for training has been instrumental in facilitating the growth and development of the Learning and Development Department, and he is known for his dedication and delivering results. He has been associated with our Community Action Team since he joined Etech and has contributed to the mission of the team - Giving back to the community whatever we can!

After work he loves to spend time with his cousins and friends, watching movies, and reading fiction. He has a numismatic collection of over 1500 coins of ancient India and other countries.

**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.





**Manasi Panchal - Recruitment Specialist**

We are delighted to have Manasi Panchal onboard and we look forward to utilize her knowledge and experience of Recruiting.

Born and brought up in Vadodara, Manasi has completed her primary and secondary schooling from Baroda High School and Shreyas Vidhalaya respectively, and is pursuing her graduation from Indira Gandhi National Open University.

Manasi started her career with a sales profile and has been trained in major aspects of sales and marketing. After developing her interest in HR, she has been pursuing her career in HR field with the major experience in Recruiting since 3 years. We look forward to the knowledge she will share with the Etech team! Manasi enjoys reading novels and loves spending time with her family. She strongly believes that "Employees are the biggest asset of an Organization" and follows the same mantra to succeed in her efforts to recruit the best quality.

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**Jeevan Bist - Trainer**

Jeevan joined Etech in November 2013 as an Online Chat Representative. He was a great performer on the campaign and was known for his product knowledge & researching skills to bring out the best solutions for the customers. Hence, he was promoted as an Assistant Trainer and took up the responsibility to handle classroom training and incubation for the campaign. Looking at his capability and passion for training, he was given the responsibility to train a transition batch where he did a great job and ensured Etech received more business. He continues to make a remarkable difference for our customers by exceeding the client expectations. He will be responsible for Training, OJT, TNI/TNA, and reporting.



He is basically from Uttrakhand and has lived in Gujarat for 17 years now. He completed his schooling from Navyug School, and his diploma in Electrical Engineering from Butler Polytechnic. He likes learning new things and has had many temporary interests like sketching, reading, crafts & origami, website building, graphic designing, writing poems, etc. He enjoys listening to music and being with friends whenever he is out of office.

**Sunny Tandon - Assistant Trainer**

Sunny joined Etech in September 2013 as an Online Chat Representative. He has always been passionate about growing and making a remarkable difference in everything he does. He cleared the IJP to be an Assistant Trainer Intern and proved himself great at it. He loves challenges, and he looks forward to learn new things with this role to grow personally and professionally. In this role, he would be responsible for handling classroom training and incubation for one of our premium C2C clients. He would also play a crucial role to disseminating the updates and conducting TNI/TNA on the campaign to grow the team.

He was born in Mumbai and later shifted to Gujarat with his family. He completed his Bachelors in Editing & Animation and is pursuing his Masters in the same field. When he is not at work, he is working on Animation projects. He loves to watch animation movies and spend time with his family and friends.

**Jose Polanco - Security Auditor**

Etech's commitment to our clientele in providing an environment that is conducive to the Confidentiality, Integrity, and Availability of Etech systems and data resources is second to none. Etech has continued to drive enhancements to the security of our infrastructure by obtaining corporate certifications for PCI-DSS (Payment Card Industry Data Security Standards), ISO 27001 (International Organization for Standardization Information Security Standard), SRO (Self-Regulatory Organization), and currently in process of HIPAA (Health Insurance Portability and Accountability Act) Certification, and SOC 2 (SSAE 16 Reporting Standard) Readiness.

As we continue to grow and prosper, so does our necessity to remain vigilant in our commitment to the security of our organization and our client's data.

With this in mind, the security team is delighted to announce Jose Polanco as the newest addition serving as Security Auditor. Jose will be responsible for liaising with different departments and ensuring defined processes are being followed as well as check for proper system settings and configurations.

Jose Polanco started at Etech in February of 2015 as a Helpdesk Representative. In January of 2017, he was promoted to Software Development where he assisted with the development of Etechru.com.

Jose is devoted to upholding customer confidence and loyalty by improving Etech's security posture. Jose intends to pursue certifications including but not limited to Security+, Certified Ethical Hacker, and CCNA Security. Jose's long term goals consist of obtaining a Ph.D. in cybersecurity, becoming a Network Security Engineer for Etech, and becoming CISSP certified.

Jose graduated from Lufkin High School in 2014 with magna cum laude honors, and is currently pursuing a Bachelor's degree from Stephen F. Austin State University with a focus in Computer Science where he currently holds a 3.98 GPA.

We are confident Jose's addition to the team will enhance our capabilities to deliver superior performance.

**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. She then 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.



**Anthony Cordero - Dallas Recruiter**

Anthony grew up as an identical quadruplet, and was the third youngest of all his siblings. While In school Anthony consistently strived for greatness, and graduated HS with a 3.9 GPA. While in college, Anthony held several positions, but found his true passion in life which happened to be Recruiting!

Anthony loves music! He loves to play and compose, and he really enjoys practicing to help improve his craft. When not working on music Anthony loves to fish, and he loves to solve puzzles.

During his tenure as a Staff Recruiter, Anthony was able to expand his skill set by assisting with Accounts Payable/Receivable, helping to manage the Onboarding Process after hire, and as an Operations Manager, he managed a team of 4 Staff Recruiters.

Anthony is always willing to take a challenge head on, and he is eager to learn new things. He has the will and determination to excel to new heights, and is excited to be a part of the Etech family.

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**Dana Thorn - 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, starting as an agent for Verizon Wireless before moving into the HR Admin position in Nacogdoches a year ago. 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.

**Jessica Moser - Lufkin Employment Coordinator**

Jessica is a very outgoing person with a bubbly personality. She started out as an agent, and she has been with the company for a little over a year. She enjoys tennis, going to the beach, and anything outside! She's very active competing in Pageants with her nieces and nephews, and she hopes they continue to love them as much as she does! She sells LimeLight by Alcone when she's not working towards filling her Recruiting classes. She's very excited with her current journey, including her new role as Employment Coordinator, pursuing her Cosmetology License, and purchasing her first home.

Jessica embraces each day with enthusiasm, and she is a wonderful addition to the Recruiting Team.

## Sharmion Quarles - 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!)

## Etech Dallas Recruiting Expo





## Etech Give Back Program - Blueberry Festival

This year Etech Nacogdoches partnered with 'Keep Nacogdoches Beautiful' during the Blueberry festival to help keep our Nacogdoches Community a beautiful place. The volunteers got out there bright and early at 7 AM, before the festivities kicked off, to aid in setting up trash bins through the festival. Once that was done, they walked around the festival picking up any trash that didn't make it to the trash bins and making sure to change out the trash bags when the bins got too full.

They also had some fun along the way enjoying the festival sites and the atmosphere it brings. At Etech, we not only work hard but we play hard too! Everyone had a great time and succeeded in helping keep our Nacogdoches community beautiful during this wonder festival time!



## Etech Give Back Program - Coin Collect & Baby Bottles



## Etech Give Back Program - Food Drive - Palm Beach

For the month of June, the employees of Palm Beach Center participated in a food drive. All non-perishable items collected will be donated to the Palm Beach County Food Bank at the end of the month.



## Relay for Life Basket winner - Lufkin





## Etech Give Back Program - Notebookonation – Gandhinagar

Education is every child's right. It is an important aspect of their upbringing and helps them grow and be wise as knowledge is the most important commodity a person can possess. With this thought at heart, the Community Action Team (CAT) at Etech Gandhinagar conducted the Notebookonation Drive. The motive of this drive was to encourage the TMs to come forward and support the needy children with their educational needs.

Etech Gandhinagar TMs, wholeheartedly, participated in this drive and donated 10,000 INR; CAT added another 5,000 INR. With this money, we bought 600 Notebooks and 200 Pens to be donated to the children of the women associated with the Mansi Mahila Mandal, an organization that provides employment to women from economically weaker background.

Here are some moments captured that tell the story:





## Etech Give Back Program - World Blood Donor's Day at Vadodara

*It takes all types! GIVING = LIVING*

On the occasion of World Blood Donors Day (14th June), Etech Vadodara organized an interactive session from team "Bloodman" a young group of talented people spreading awareness of blood donation via their App - Bloodman.

Some facts about the blood donation:

- 108 million blood donations are collected globally; half of these are in high-income countries
- Blood donation by 1% of the population can meet a nation's most basic requirements for blood
- 62 countries collect 100% of their blood supply from voluntary, unpaid blood donors





## Etech Organizational Development Session – Change Management session at Vadodara

OD session for Change Management was conducted wherein good number of participants joined for in-house training over various sessions. All the sessions were interactive and team members were very enthusiastic throughout. Everyone who attended responded in kind and made the session very successful.



## Rewards & Recognition ceremony - Vadodara

We, at Etech, celebrate success and recognize our team members for their excellent work in the Rewards and Recognition ceremony every month. People born this month got to celebrate their birthday with everyone present in the ceremony.

Getting rewarded and applauded in front of the whole center holds a special value for everyone, and we ensure the appreciation and the hype doesn't end with the ceremony.

Everyone on the floor had fun playing games, and the deafening applause and cheers brought smiles over the participants' face.





## Training Batch at Gandhinagar

We started a C2C batch with 20+ super excited folks at our Gandhinagar Centre. The trainees were super excited with the new role and ready to conquer the world. This batch has people from all around India bringing the diversity together in one classroom, and they work hard and play hard!

We celebrated Black Day and all the trainees wore black to work. The team also participated in Rowdy (thug) Day and was dressed like rowdies at work. These extra fun activities made their training fun and stress free. The team appreciated the organizations efforts to ensure they have fun and they learn at the same time.

On the last day of training, the team played cricket and celebrated the graduation with a dinner afterwards.

They have now graduated and are leaving no stone unturned to prove that they are the best. Kudos! To the team and their spirit of togetherness.





## Etech Employee Awareness Program - First Aid Training and Emergency Evacuation at Vadodara

*There is no harm in hoping for the best as long as you're prepared for the worst". - Stephen King.*

Key step towards safety at work is training, knowledge, and preventative measures. As a part of preventive measures we have successfully conducted training on "First Aid" and "Emergency Evacuation by Floor Safety Wardens".

Team members were explained the meaning of First Aid - "Which is Treatment giving to a victim of an accident; before a doctor is available". They were also taught on how to perform CPR & how to act in times of medical emergency as well as emergencies occurred due to Fire, Gas Leakage or Animal Bites.

Training covered all vital elements such as hazard recognition, prevention and response, types of extinguishers, types of extinguishers used for combustible, electrical fire etc. We also conducted a Mock Drill on Emergency evacuation where the floor safety wardens were in action to evacuate people from the building creating a mock emergency situation. The premises was evacuated within the stipulated time frame of just 3 minutes.

This training will not only help us to cope with emergency situation at work place but it will also help us during an emergency.



## Etech Wellness Initiative - Celebrating International day of Yoga at Gandhinagar and Vadodara

*Yoga - a dimension beyond body and mind. Yoga is the journey of the self, to the self, through the self.*

As part of our Wellness initiative, World Yoga Day was observed at Etech Gandhinagar & Vadodara where Yoga enthusiasts took part in yoga sessions throughout the day. We learnt the benefits of Yoga in our daily routine. Team members performed different asana (postures) for 45 minutes and felt relaxed.

Yoga is a science that doesn't divide you based on religion/race/caste/creed; it just unites you with the Universe. If you want to know joy, peace, health and wisdom, you should make Yoga an important part of your life. We've gifted this to the world. Let's make most out of it too!

We heartily thank Yogacharya Govindbhai Patel for conducting this wonderful session in Vadodara and Snohit Tailor for leading this session in Gandhinagar.





## Etech Give Back Program - Job Fair with a Goal of Woman Empowerment at Vadodara

The Government of Gujarat initiated a mission to provide better employment opportunity to the Women candidates. Government planned to organize Exclusive Job fairs for Women in entire state. In continuation of the same the Office of the Assistant Director (Employment) and Model Career Centre organized a Mega job fair for Women on 28th June 2017.

*Etech Vadodara participated in this wonderful initiative to achieve the Goal of Women Empowerment.*





## Birthday Celebration - Gandhinagar





# Birthdays in September



Anita Madhwani	9/1	GNR	Taquita Maddox	9/6	RUS	Aember Hawley	9/12	DAL
Ankita Thakor	9/1	GNR	Marion Graves	9/6	DAL	William Yarborough	9/12	NAC
Rupa Soni	9/1	VDR	Saket Jain	9/6	VDR	Snehil Sinha	9/13	VDR
Varsha Pandey	9/1	VDR	Desiree Edwards	9/6	DAL	Debangsu Ghosh	9/13	GNR
Jacqueline Ambrose	9/1	GNR	Diamunn Chism	9/6	NAC	Michael Linthicum	9/13	NAC
Kartik Upadhyay	9/1	VDR	Marsha Brooks-dillard	9/7	DAL	ALBERTA JUMP	9/13	JAM
Mahendra Chitte	9/2	VDR	KENNETH ANDERSON	9/7	DAL	Dhara Bharadia	9/13	GNR
Abubakar Panja	9/2	GNR	Aakash More	9/7	VDR	Brittany Shepherd	9/14	LUF
tashane hamilton	9/2	JAM	Angela Brumley	9/7	NAC	Badal Suchak	9/14	GNR
Theresa Murdock	9/2	JAM	Pritesh Patel	9/8	VDR	Sarai Muniz	9/14	NAC
Rubi Bustamante	9/2	DAL	Rutvij Pathak	9/8	VDR	Alok Sahijwani	9/14	GNR
Olivia Foster	9/2	LUF	Virendra Singh Cheba	9/8	GNR	Lashandria Myles	9/14	DAL
Hitarth Nair	9/2	VDR	Daksh Bhatt	9/8	GNR	Heena Pansuriya	9/14	VDR
chad wilson	9/2	NAC	Vishal Tiwari	9/8	GNR	Sakir Mohammed Teli	9/14	GNR
Shivam Jha	9/2	GNR	Kimesha Jones	9/9	DAL	Kanesha Jenkins	9/14	RUS
Teresa Welch	9/3	RUS	Viralkumar Patel	9/9	VDR	Nancy Woods	9/14	NAC
Chanice Pope	9/3	NAC	Lela Cohea	9/9	LUF	Arun Panwar	9/14	GNR
Kimberly Powell	9/3	RUS	Suresh Kamvani	9/9	GNR	Canae Green	9/14	RUS
Aparna Sen	9/3	VDR	Murshid Merchant	9/10	VDR	Erica Gunn	9/14	LUF
Amanda Nash	9/3	LUF	Aslam Ahmed	9/10	VDR	Zafeer Khan	9/15	HOU
Anmol Kakkar	9/3	GNR	Chirag Solanki	9/10	VDR	NikhilKumar Kanzariya	9/15	GNR
Chardonay Williams	9/3	DAL	Aakanksha Nagar	9/10	VDR	Ladaisha McBride	9/15	DAL
Dimitri Graham	9/3	NAC	Amber South	9/10	DAL	Maulik Solanki	9/15	GNR
Nishita Patel	9/3	GNR	Pushpendra Uikey	9/10	VDR	Wendell Smith	9/15	LUF
Atharva Randive	9/3	VDR	Theresa Graham	9/10	NAC	Heather Murphy	9/15	NAC
Vijay Karamchandani	9/4	GNR	Matthew Cole	9/11	NAC	Dallas Watson	9/15	NAC
Sean Everett	9/4	NAC	Michelle Sebastian	9/11	GNR	Antoinette Mathis	9/15	DAL
Hussain Bhanpurawala	9/4	GNR	Mukeshbhai Bhangi	9/11	GNR	Gordon Trott III	9/15	NAC
Renaldo Hunt	9/4	NAC	Britnie Jeffress	9/11	NAC	Arwa Lokhandwala	9/16	GNR
Hrishikesh Acharya	9/5	GNR	Aniruddha Jaiswal	9/11	GNR	Amanda Moore	9/16	LUF
Murtuza Lokhandwala	9/5	VDR	Akash Gupta	9/11	GNR	Jerry Handy	9/16	LUF
Brianna Knowlton	9/5	RUS	JEANNE SHUELL	9/11	LUF	Cheryl Scott	9/16	LUF
Hima Chhadia	9/5	GNR	Mikeal Brimer	9/11	NAC	Christopher Martinez	9/16	NAC
Emily Davis	9/6	DAL	Shyam Bhadra	9/11	GNR	Samica Sterns	9/17	NAC
Eva Parker	9/6	DAL	Nicolas Lalou	9/12	NAC	Manan Gajjar	9/17	GNR
Krunal Mehta	9/6	GNR	Laneace Oliver	9/12	DAL	Eric Williams	9/18	LUF
Adrian Cruz luyanda	9/6	NAC	Dipen Joshi	9/12	GNR	Joshua Russell	9/18	NAC

Jaclynn Ramsey	9/18	RUS	Jalexis Osby	9/22	NAC	Wayne Morris	9/26	JAM
Khalen Edwards	9/18	LUF	Georges Buteau	9/22	PAL	Parth Savaliya	9/26	GNR
Kinjal Pathak	9/18	VDR	Mitesh Goswami	9/22	GNR	sasha-gaye williams	9/26	JAM
Zena Tutt	9/18	NAC	Minesh Rohit	9/22	VDR	Kedar Pathak	9/27	VDR
Tyrus Gamble	9/18	DAL	MohammedRazin Saiyed	9/22	VDR	Mahogany Hodge	9/27	NAC
Kimberly Bynog	9/18	LUF	Charles Woods	9/22	DAL	Premilaben Parmar	9/27	GNR
Maulik Barot	9/18	GNR	Cinthiya Solanki	9/22	GNR	Sanket Valand	9/27	GNR
Amanda Kennedy	9/18	LUF	Cody Walther	9/22	NAC	Ishan Satapathy	9/27	VDR
Stephen Wallace	9/18	NAC	Noblesse Williams	9/22	JAM	Derodney Thomas	9/28	NAC
Harsh Vyasa	9/18	GNR	Naresh Namanandi	9/22	GNR	Brooklyn Brady	9/28	NAC
James Lee	9/18	LUF	Mithilesh Vora	9/22	GNR	Bradon Cashaw	9/28	NAC
Murtaza Fanuswala	9/18	VDR	Jody Cox	9/23	NAC	Sagar Yadav	9/28	GNR
Tyree Rogers	9/18	NAC	Hemal Oza	9/23	GNR	Angel Rodriguez Gonzalez	9/28	DAL
Karan Doshi	9/19	GNR	Wyatt Smith	9/23	NAC	Caleb Teel	9/28	RUS
Ankita Sahoo	9/19	GNR	Muktesh Gandhi	9/23	GNR	Tejpal Singh	9/28	VDR
SIMONE RATTIGAN	9/19	JAM	Melody Williams	9/23	NAC	Rajavi Vyas	9/28	GNR
Saurabh Gupta	9/19	VDR	Indya Spencer	9/23	NAC	Shruti Singhai	9/28	VDR
Delaney Steele	9/19	LUF	Divya Sawant	9/24	VDR	Denisha Chatman	9/28	NAC
Mary Sommers	9/19	NAC	tanisha reid	9/24	JAM	Alex Sebastian	9/28	GNR
Lauren Gary	9/19	DAL	Sharon Wilson	9/24	DAL	Barbara Harrell	9/28	PAL
Rafphalia Gennard	9/19	JAM	Sreyas Pillai	9/24	GNR	Jacobe Castle	9/28	RUS
Manish Chawla	9/19	VDR	Stephen Grimes	9/24	RUS	Krishna Purdy	9/28	NAC
Ivan Luna	9/19	NAC	Tanyia Manausa	9/25	LUF	Yvonne Price	9/29	DAL
Basundhara Sharma	9/19	GNR	Shanice Jackson	9/25	DAL	Chellcie Dean	9/29	RUS
Akshara Sirothia	9/20	GNR	Brittany Podolak	9/25	NAC	Abhishek Das	9/29	GNR
Katie Cook	9/20	RUS	Rinjalkumar Pandya	9/25	VDR	Prajwal Singh	9/29	GNR
Fagun Shah	9/20	GNR	Tushar Parmekar	9/25	VDR	Desiree Perry	9/29	NAC
Ekta Agarwal	9/20	VDR	Yashesh Modi	9/25	VDR	Aldo Villanueva	9/30	RUS
Samson Abraham	9/20	GNR	arthur tinz	9/25	LUF	Kishore Kumar Singh	9/30	VDR
Justin Martindale	9/20	NAC	Atit Patel	9/26	GNR	Mary Mize	9/30	LUF
Amber Williams	9/20	LUF	Austin Whitney	9/26	NAC	Timiku Landon	9/30	LUF
Abhay Tiwari	9/20	GNR	Madhur Bhattad	9/26	VDR	Danielle James	9/30	JAM
Stephanie Ayala	9/21	RUS	Vishal Morwani	9/26	GNR	Jacqueline Maher	9/30	NAC
Harshneel Goswami	9/21	GNR	Rashmi Rai	9/26	GNR	Tabbu Sinha	9/30	VDR
Dominique Royal	9/21	RUS	Trezure Smith	9/26	NAC	Morgan Hayter	9/30	NAC
Emily Shaw	9/21	NAC	Destiny Lampkin	9/26	NAC	Satania Richards	9/30	NAC
Maheshbhai Macwan	9/21	VDR	Christina Roland	9/26	LUF	Magan Light	9/30	NAC

## Etech Servant Leadership Awards -2016

Good leaders must lead by example. By walking your talk, you become a person others want to follow. When leaders say one thing, but do another, they erode trust-a critical element of productive leadership. Congratulations to the recipients of this year's character awards.

Accountability	
	
<b>Sunilkumar Patel</b> GNR- Ops Department	<b>Minu Bhatt</b> VDR-PI Dept