



NEWSLETTER

May 2017

EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



Congratulations Etech! We are the recipients of the 2017 Call Center Week Excellence Award.



For the second consecutive year, Etech Global Services has been nominated as a finalist for a prestigious CCW Excellence Award. Each year, the Call Center Week (CCW) Conference and Expo brings together the call center community to exchange information, technology, upcoming trends and more. The CCW Excellence Awards honor, recognize and promote individuals and teams who have made a commitment to driving superior contact center and CX performance. The awards are dedicated to recognizing world-class thinking, creativity and execution across the full spectrum of contact center functions.

We've received notification that Etech Global Services is proud to be a finalist in the category of "Best Training & Development Program" and notably, was also a recipient of this award at the 17th Annual Call Center Week last year. Way to go Etech!

Etech's Learning and Development (L&D) department, in partnership with operational management, devises training modules designed to improve and enhance the proficiencies and competencies of Etech employees at appropriate levels from aspiring leaders to coaching tactics for front-line managers. Appropriate training programs help employees develop and enhance their skills and ensure that employees are prepared to contribute their efforts to the growth story of the company.

We are honored to be recognized for the efforts made by our team in providing purposeful training modules and facilitated workshops. I appreciate your commitment that each employee has made, whether as a student or trainer. It is because of you we create remarkable results.

Etech is a great place to work. We are a leading provider of customer engagement solutions for many of the world's most trusted brands. They trust Etech with their most precious assets – their customers. Why? Because Etech's commitment to continuous improvement, next generation technology, and empowering people results in a solution that drives customer experience and reduces effort. Voice, quality monitoring, chat, social media, and email.

You all have joined me in the vision to make a Remarkable Difference. Etech's industry-leading technology services, like Etech Monitoring Solutions (EMS) division, provides our clients with analytics and insights into our customer interactions. Etech's services enable our clients to enhance customer experience, increase sales results, meet all corporate governance requirements, and obtain a competitive edge over our competition. Again, you continue to make the difference.

Congratulations Etech on this award.



Matt Rocco, President

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12 Etech Leadership Characteristics

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

Etech Employee Wellness Initiative - Biggest Loser Winner!



The Nacogdoches center held its Biggest Loser Contest from January 25, 2017 to April 25, 2017. There were lots of contestants who shed lots of pounds. However, Daniel Salazar was the overall winner. He lost 12.09% of his body weight to claim the top spot! He can now enjoy \$300 cash + the Entry fees, which was \$95 for a total of \$395. Great Job Daniel!

Easter at Nacogdoches Center

The Nacogdoches center had its annual Easter festivities. Employees and their families enjoyed an Easter egg hunt, egg races, coloring and photos with the Easter Bunny! Everyone in attendance had a blast.



We are one!

Our personal family and our work family may all look a bit different. Etech Rusk embraces diversity as we spread the word for Autism Awareness.

Pictured are Alexandria Husbands first training class – congrats Alex

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!



National Day of Prayer

In honor of National Day of Prayer, over 75 people gathered in the Nacogdoches center to join together in prayer and to commemorate the significant role that prayer has played in our country's history and continues to play today.



Easter at Lufkin



Aspiring Leader Graduation Lufkin Etech



Dallas May 2017 Aspiring Leader Graduates



Performance Recognition

Ana Vazquez -
Performance Recongnition



Mario Arteaga - Team
Performance Recongnition



Tyonna Jackson -
Performance Recongnition



Dallas Easter 2017



Administrative Professionals Week!! Lufkin Etech

Etech Lufkin celebrated in recognition of administrative appreciation week.



Etech Corporate Challenge - Nacogdoches



Shantavia Duvall - Our Character Commitment Winner



Etech Dallas - 2017 Kick Off



Etech Employee Awareness Program – ISO Standards Training - Baroda

Twenty team members participated in two days in-house ISO 9001:2015 training at our Baroda Center.



Organizational Development Session – Self leadership - Baroda

Self-leadership is the process by which you influence yourself to achieve your objectives.

Self-leadership is having a developed sense of who you are, what you can do, where you are going coupled with the ability to influence your communication, emotions and behavior on the way to getting there.

Self-leadership equates to the leadership competencies of Self Observation and Self-Management but most importantly self-leadership impacts all aspect of your life, your health, your career and your relationships. Self-leaders are self-motivated to take purposeful action and therefore make better leaders, entrepreneurs, and team members. Our Baroda training team discussed all of this and more in the organizational development session they conducted this month.



Biggest Losers and Gainers – Etech Baroda

A Weight Loss and Gain Competition was held at Baroda Centre for 4 weeks between March and April 2017. Idea behind this was to create health awareness and kick start fitness amongst employees. In all, 55 team members participated.

Winner for **Weight Loss** category is Jay Vyas who measured overall 9.8% (7KG) drop and **Weight Gain** is Badal Shah who measured overall 8.8% (6KG) gain.

Congratulations to Jay Vyas and Badal Shah!



Lufkin Junior Achievement 2017 Dunbar Elementary!



Cinco de Mayo Celebration at Dallas



Relay for Life Basket winner Lufkin



Etech Give Back Program - Cherokee Trails Nursing Home



Being Best is our Strength!

Once again in the month of April, we had fun working as a team. We launched America's highest speed plan and consultants were too excited to deliver this plan to our customers as we know that bigness is not our strength, best is. Fun Friday took a vital role to motivate team & encourage them to deliver the best while having fun. We had several games (one minute, jeopardy, antakshari etc) conducted on the floor to keep the environment enthusiastic. Also, goodies contest were rolled out to ensure that we meet client expectations. Team also received sippers & T-shirt for their exceptional performance during March Madness contest.



Announcement



Caroline Clarke - MoBay Customer Service

Caroline is originally from Jamaica and lives in Cornwall Court, Montego Bay. She is a Mother of four Beautiful kids. Her pride and joy is her daughter who is in the medical school in Cuba and her eldest son who lives in Florida. She enjoys spending times with her kids at movies and sometimes at the beach during weekends.

Her hobbies are cooking, reading, watching movies, travelling to new places with her younger kids and dancing.

She has spent over 25 years of her life in the hotel industry where she has transitioned over multiple positions from agents, front desk supervisor, and Reservation supervisor, Assistant Guest Services Manager, Reservation Manager and Front Office Manager.

She masters the skill of development of customer's service within the hotel industry and have won many awards for the same. She has worked with many different clientele over the period of years namely hotels.com, Expedia, orbitz.com, bookings.com and many different wholesales.

With her vast experience in hotel industry she will bring so much value to our GAR team. Welcome to the Etech Family Caroline!

Georgette Palmer - Operations Sales Intern

In this role, Georgette will be mentoring the TMs of IB Sales, and sharing the best practice in terms of performance improvement. With her unrelenting drive to succeed over all obstacles that arise and her performance driven mindset, I am confident that she will help us in achieving our goals, and growing Team MoBay.

Georgette started her journey with ETECH MoBay on September 14, 2015 as a Telesales Representative. She has worked on a number of campaigns and is currently part of our valued online hotel reservation campaign. She has always dreamt of taking it a step further when it comes to inspiring people and to grow along with Etech to play roles that can make a remarkable difference. She believes that hard work, and perseverance can conquer anything.

When she is not at work, she loves spending time with her father, niece (Nickesha-13yrs), and nephew (Jordan-7yrs). She is a great role model to her niece and nephew. They love her high energy talks, and enthusiasm. She adores watching cartoons with Jordan. Their favorite show is Phineas and Ferb.



Randall Upshaw - Onshore Corporate Trainer



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



WHO then WHAT 😊

WHO: RANDALL UPSHAW

WHAT: Please join me in congratulating RANDALL UPSHAW as the new Etech Onshore Corporate Trainer.

Randall has over 10 years of management and leadership experience ranging from Service/Collections/Sales! She is one of us! WOW!

Randall is eager to align her passion and experience with our leaders at Etech. She believes in hands on investment! Welcome Randall to our Remarkable Etech Family.

Randall Upshaw is a proud East Texas native, born and raised in Nacogdoches, Texas. She graduated from Nacogdoches High School in 2006 and The University of Texas at Arlington in 2010 with a BA in Journalism and a minor in Business Administration. She has 4 years of professional customer service experience, and 6 years of professional marketing experience in the following industries: Retail, Food Services, Collections, Medical Market Research, Cable/Utilities and Environmental Services. Randall spent the last 12 months creating a professional development program for students 12-17 and their parents called The Turn Up Big Dreams Bootcamp. In doing so, she developed a love for personal and professional development and a desire to help others become the best version of themselves. She made a conscious decision to transition out of the marketing field and into the professional development field which is aligned with her personal and professional goals and beliefs. Outside of work Randall is extremely adventurous, whether she's jumping out of a plane at 14,000 feet, zip lining 1200 feet above sea level, doing a mud run, playing paintball or hiking a tropical rain forest in another country. She is thankful for the opportunity to be the new Corporate Trainer and she looks forward to developing others, being developed and being a part of the Etech team.

Etech Give Back Program - Help Traffic Cops Beat the Heat – Baroda

Etech Baroda took to the streets to distribute cold buttermilk to the traffic cops who stand on the streets all day in such a harsh weather. Great Job, Team!



Etech Give Back Program - Adopt-A-Highway Clean Up

On Wednesday, April 19th, 25 Etech Nac employees gathered for our quarterly Adopt-A-Highway trash clean up. The great turn out allowed us to complete our task in record time!

Etech Nac takes pride in supporting its community. Adopt-A-Highway is a promotional campaign that encourages volunteers to keep a section of a highway, marked with their company or organization's name plate, free from litter. Volunteer efforts such as this, save our tax payers money, and keep our city beautiful.

We are proud to have such committed employees that take pride in making a remarkable difference in our community. We look forward to the next clean-up and hope to have an even bigger turn-out.



Etech Give Back Program – Relay for Life - Lufkin

Lufkin Etech's Community Action Team raised \$1,203.50 for Relay for Life/American Cancer Society. Here are a few pictures from the event. 5.5.2017



Etech Give Back Program - Adopt a Highway - Lufkin



Etech Give Back Program - The Gift of Life - Palm Beach

Share Your Story. Share Your Power. Save Lives.

BLOOD DRIVE

"Donors saved the lives of my wife, daughter, brother and mother-in-law, so I give blood regularly."
- Mike H.

To watch the Hernandez's family story visit www.oneblood.org

EVERY DROP COUNTS. DONATE BLOOD.

Etech Global Services
Tuesday, April 25, 2017
10:30 AM - 1:30 PM

All donors will receive a OneBlood Umbrella, Improv Comedy Club ticket and a wellness checkup including blood pressure, temperature, pulse, iron count and cholesterol screening! Plus all donors will receive a special offer from Crayola Experience- purchase one admission ticket and receive a 2nd admission FREE. Please bring your ID.

Help us better serve you! Make an appointment online at www.oneblooddonor.org and use sponsor code #29883

1.B.B.S.DONATE
oneblood.org (1.800.874.6293) ID required

oneblood.org

10% OFF

JUST ONE MORE

On April 25, the Big Red Bus was at Palm Beach Center as employees gave the gift of life by donating blood. Thank you to those who participated.



Etech Give Back Program - Organ Donor Day

On April 21st, Etech wore blue and green to promote the success of organ donation and express the need for registered organ donors.



Etech Give Back Program - Relay for Life



I am so excited to say that the Etech Nacogdoches team raised just under \$1,200 for the American Cancer Society!

A huge thank you is owed to our Relay team for assisting in all of our various fundraisers. We starting fundraising in late December and continued all the way until the end of March; many Nac center employees may have seen us around the center selling cocoa reindeer's, chef salads, and even hosting silent auctions! We could not have done it without the help of our Etech leaders and team members!



Pictured above, you will see the Etech Nac "Mardi Gras Marchers" & other Etech employees with their friends and family members at the annual Relay for Life Event.

Etech Give Back Program - Snackin Wagon with the Daily Grind

Etech Rusk enjoys being a BIG DEAL in a SMALL town!! Etech loves Rusk and Rusk loves Etech!!

We partner with our wonderful local businesses while helping our team members enjoy the fine cuisine and desserts brought directly to us weekly by the Snackin Wagon with The Daily Grind.

Pictured are L to R; Gabriel Goba, James Carlile, and Shayna Gamboa with the Daily Grind Girls.



Etech Give Back Program – Books and Stationary Drive by Baroda Center

"We make a living by what we get, but we make a life by what we give." - Winston Churchill.

Living by the above words, Baroda Corporate Social Responsibility team collaborated with Anand Ashram – NGO which conducts programs to lead humanity towards mental peace & happiness with freedom from all stresses & strains of modern, fast-pace life. Anand Ashram is actively involved in serving senior citizens and women empowerment.

It also spreads knowledge of Vedanta (a Hindu philosophy based on the doctrine of the Upanishads, especially in its monistic form) to students in schools, colleges and universities. Holistic rural development, turning unemployed into entrepreneurs, health camps, spiritual upliftment programs are also in task list of Anand Ashram.

Etech Baroda was invited for the great cause of contributing to serve the underprivileged school children with School bags, Uniforms, Stationery fees and Scholarships

TOGETHER, one mind, one heart, one soul, one small step at a time, we can make some difference towards a better world, a brighter tomorrow. Please join us to appreciate the generous contributors for making a remarkable difference within our community.



Etech Give Back Program – Donations to Open Heart Charitable Mission

Etech Jamaica took to the streets of Montego Bay on April 21, 2017 as we marched to the Open Heart Charitable Mission to share with them in our Give Back Initiative – April. Thanks to our generous team members we collected an overwhelming amount of items for donation. The members of the WCS committee, agents, clients and leaders were able to express gratitude for the remarkable commitment they have made to help the less fortunate within our society. The amazing reception and outpour of appreciation was enough to cause chills and moving some to tears. It was indeed a remarkable day!

As their motto says, “Proverbs 17:22 A merry heart does good, like medicine”. We have captured the following moments to share with you!



Etech Give Back Program - National Donate Life Blue and Green Day - Dallas Center



Time out! – A WCS Initiative by Gandhinagar Center

As a part of the WCS initiative, we planned an outing for one of the recent training batches. The purpose was to just unwind and have fun, and that's what we did. The team enjoyed their time out and enjoyed sports like cricket (you guessed it!) and volleyball. This helped them re-focus and also practice for the upcoming Gully Cricket season.



Etech Give Back Program - Palm Beach Center Walks for a Cause

With a spring in their step, Palm Beach Center employees participated in Walk for the Animals sponsored by Peggy Adams Animal Rescue on Saturday, March 11, 2017.



Palm Beach Center Potluck Lunch

April 18, 2017, Palm Beach Center's Trainer, Danny Garrett enjoys some tasty fried chicken during the center's Potluck Lunch which happened to be held on Danny's birthday.



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.

Teamwork



Abhijeetsingh Chauhan
GNR- Ops Department



Atit Ravalji
BRD-Ops Department

Reward and Recognition – Etech Nacogdoches

Etech Nacogdoches enjoyed a Mardi Gras Themed R&R. Employees enjoyed games, great food and good company!



Reward and Recognition – Etech Rusk



Reward and Recognition – Etech Dallas



Reward and Recognition – Etech Lufkin



Rewards & Recognition ceremony – Etech Baroda

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.



Rewards & Recognition ceremony – Etech Gandhinagar



Spandan – Know your Company

Spandan – Know your Company is an initiative by HR Gandhinagar team and has been designed to align all new joiners closer to the organization. It is scheduled every last Friday of the month or the quarter.

During the session HOD's from every department was invited to meet the new joiners and talk about their respective department, contribution, growth path and the overall goal.



Birthdays in June



Babubhai Vaghela	6/1	GNR	Shabbir Kachwala	6/6	BRD	Narendrasinh Dodia	6/13	GNR
Jagdish Vaghela	6/1	GNR	Betty Thompson	6/6	NAC	Krunal Patel	6/13	GNR
Kaushikkumar Prajapati	6/1	GNR	Tracy Mckelvey	6/6	LUF	Amit Kachhawa	6/13	GNR
Charlotte Rasmussen	6/1	RUS	Kelsey Hetrick	6/6	NAC	Shelby Parker	6/13	LUF
Pingthei Shaiza	6/1	GNR	Kovid Sharma	6/6	GNR	Jitendra Talдар	6/13	GNR
Raghvendra Tomar	6/1	GNR	John Ford	6/6	LUF	Sumit Singh	6/13	BRD
Suman Yadav	6/1	BRD	Timothy Ham	6/7	NAC	Ankit Shah	6/13	GNR
Laura Jones	6/1	LUF	Chance Williams	6/7	NAC	Daminika Kashyap	6/13	BRD
Ashish Kumar	6/1	BRD	Viren Joshi	6/7	BRD	Hamzaali Chothiyawala	6/14	BRD
Terianne Burch	6/1	LUF	Sean Cox	6/7	LUF	Carla Musick	6/14	LUF
Kimberly Morgan	6/2	LUF	Omar Rivera	6/8	NAC	Neetu Chourasia	6/14	GNR
Tiana Cole	6/2	NAC	David Carrizales	6/8	NAC	Javedali Saiyad	6/15	GNR
Sandip Gupta	6/2	GNR	Craig Heard	6/8	DAL	Caleb Lacox	6/15	NAC
Staneccia Richardson	6/2	DAL	Shelly Whyte	6/9	JAM	Uttampal Deora	6/15	GNR
Karen Chovatia	6/2	GNR	Delaney Mabus	6/9	NAC	Vipul Valvi	6/15	BRD
Zeel Trivedi	6/2	GNR	Raymond Reed	6/9	DAL	Bhavinkumar Patel	6/15	GNR
Madison Hale	6/3	RUS	Helly Patel	6/9	BRD	Pradip Rajput	6/15	GNR
Millie Garcia	6/3	LUF	Deepak Rochani	6/10	GNR	Seth Ripper	6/16	NAC
Jade Abbott	6/4	LUF	Jacob Graff	6/10	NAC	James Getz	6/16	LUF
Varun Lachwani	6/4	BRD	Sarah Ritnour	6/10	LUF	Brandi Doughty	6/16	NAC
Kenneth Williams	6/4	DAL	Nisarg Desai	6/10	GNR	Tharang Pillai	6/16	GNR
Ivan Martinez	6/4	PAL	Abhishek Choubey	6/10	BRD	Chevor Cato	6/17	JAM
Camary Wright	6/4	NAC	Jatin Nayak	6/11	BRD	Michael Almazan	6/17	NAC
Shalini Bhosle	6/4	BRD	Adrianna Torres	6/11	RUS	Anshu Sirohi	6/17	BRD
Mauricio Figueroa	6/5	NAC	Tammy Hafford	6/11	LUF	Tonillia Taylor	6/17	LUF
Haresh Gondaliya	6/5	GNR	Vraj Desai	6/11	BRD	Simran Distvar	6/17	GNR
Alpeshkumar Acharya	6/5	GNR	Robert Orr	6/11	DAL	Joshua Robinson	6/17	NAC
Davia Reid	6/5	JAM	Jacqueline Lilley	6/11	LUF	Michael Almazan	6/17	NAC
Laterryn Randle	6/5	NAC	Kanasha Russaw	6/12	NAC	Prapa Acharya	6/17	GNR
Curtisha Hart	6/5	DAL	Jignesh Khoradiya	6/12	GNR	Dhaval Gajjar	6/17	BRD
Tiffany Petersen	6/5	RUS	Deandria Williams	6/12	NAC	Jared Hightower	6/17	NAC
David Witkowicz	6/5	NAC	Tanisha Rector	6/12	NAC	Daniel Brown	6/18	NAC
Aayushi Panchal	6/5	BRD	Blake McMullen	6/12	NAC	Tashyra Young	6/18	NAC
Sunil Shejwalkar	6/6	BRD	John Anderson	6/13	DAL	Imran Memon	6/18	GNR
Jacqueline Casey	6/6	NAC	LaQuesta Chatman	6/13	NAC	Jessica Oliver	6/18	NAC
Elsa Lopez	6/6	LUF	Jayeshkumar Varsakhiya	6/13	BRD	Shantavia Duvall	6/18	DAL
Lashondra Smith	6/6	LUF	Pankaj Rajdeep	6/13	GNR	Cecilia Pedroza flores	6/18	LUF
Mario Arteaga	6/6	DAL	Brian Joseph	6/13	DAL	Carey Holness	6/18	JAM

Tremechian Barlow	6/18	NAC	Dilip Kumar Upadhyay	6/24	GNR	Stephanie Valles	6/28	LUF
jalisa gabriel	6/19	DAL	Kaleb Hinkel	6/25	LUF	Gerard Hackney	6/29	NAC
Ankit Raghav	6/19	GNR	PavneetSingh Chawla	6/25	GNR	Hanaamber Ansari	6/29	BRD
Stacy Tobias	6/19	LUF	Reanisha Woods	6/25	NAC	Amit Jha	6/29	GNR
Sherrae Birdow	6/19	RUS	William Wingard	6/25	RUS	Madison Harris	6/29	NAC
Hamid Ansari	6/20	GNR	Bruce Plummer	6/25	DAL	Gayla File	6/29	LUF
Laranda Scott	6/20	NAC	Rachel Mauk	6/26	NAC	Jessica Moser	6/29	LUF
Karaleena Mcleod	6/20	NAC	Morgan Miller	6/26	NAC	Dorthey Parnell	6/29	NAC
Briana Arnold	6/21	RUS	KEVON DECKARD	6/26	NAC	LaNell Pitchell	6/29	HOU
Mehtab Sheikh	6/21	BRD	John Knox	6/26	NAC	Sterlin Wall	6/29	LUF
Alvaro Frausto	6/21	NAC	Dena Kimball	6/26	RUS	Carly Bledsoe	6/30	NAC
Easton Perry	6/21	DAL	Brianna Day	6/27	RUS	Courtney brown	6/30	LUF
Kwame Phlegm	6/21	NAC	Tiffany Howard	6/27	NAC	Jyoti Kanare	6/30	GNR
Aaditya Joshi	6/22	BRD	Kourtney Gulley	6/27	NAC	Abhinaykumar Singh	6/30	BRD
Shelby Jackson	6/22	LUF	Prashant Parmar	6/28	BRD	Chandrani Dasgupta	6/30	GNR
Jadarius Ellington	6/23	LUF	Sushant Sharma	6/28	GNR	Anupam Shrivastava	6/30	GNR
Tarun Mallara	6/23	GNR	Christopher Camp	6/28	LUF	Nikhil Khare	6/30	BRD
Pritesh Shetty	6/23	BRD	Faruk Khan	6/28	BRD	Akhil Bhardwaj	6/30	GNR
Tushar Mandal	6/24	GNR	Josie Fox	6/28	NAC			

Birthday Celebration - Gandhinagar

