



NEWSLETTER

OCTOBER - NOVEMBER 2017



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

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

"...I tell you the truth, whatever you did for one of the least of these brothers of mine, you did for me."

- Jesus Christ

"The best way to find yourself is to lose yourself in the service of others."

- Mahatma Gandhi



Here's an important life lesson -- no matter how tough you think your life is there's always someone who has to face challenges that are even tougher than yours.

- | | |
|---------------------------|----------------------------------|
| - United Way | - Habitat for Humanity |
| - Boys and Girls Club | - Blood Center |
| - Alzheimer's Association | - March of Dimes |
| - American Cancer Society | - Project Graduation |
| - Glory Gang | - Samarpan School |
| - Disha Charitable Trust | - Special School & Autism Centre |

How many of you have heard of these organizations? How many of you really know what these wonderful groups really do?

In recent months **ETECH** has appeared in the local press in articles highlighting **ETECH's** ongoing commitment to their communities along with stories about our strong army of volunteers. As an organization, we so are privileged to live in communities that embrace **ETECH**. The responsibility to give back is huge and it works both ways. The city economic people do everything they can to keep the company happy and the company, in turn, provides people and resources back to the community.

What a true privilege it is to be in a position to give back! Giving back and serving our communities is one of the most important things we can do period!

Over the next few months you will see many activities are being sponsored by our Community Action Team or our Work-Life Balance Team. Their goal is to raise money to help subsidize the expenses that are incurred through our many philanthropic activities. I encourage you to get involved and if you can't get involved financially you can always give of yourself! Volunteer and participate, it costs nothing!

I commit to doing what I can to serve our communities especially those less fortunate, will you commit with me?

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

Matt Rocco
President/Managing Member

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Etech Nacogdoches 90s day participants!



Lufkin's Aspiring Leader Graduation Class

Lufkin had another successful Aspiring Leadership Class on November 16! Four agents to graduate were: Karina Zapata, Yesenia Zamarripa, Chandolyn Hollister, and Susie Henry.



Aspiring Leader Graduation - Nacogdoches

On Thursday November, 16, the Nacogdoches Center held its 4th quarter Aspiring Leaders graduation. We would like to congratulate them for completing all of their course work. We are excited to see individuals improve their education to make a difference within the company!



Hall of Fame Dinner

Pictured here are Etech leaders attending the Boys & Girls Clubs of Deep East Texas Hall of Fame Induction Dinner honoring 5 community members and 1 foundation, all instrumental in supporting the work of the local Boys & Girls Clubs in recent years. Etech is proud to support such a worthy organization that provides needed services for children in our East Texas communities.



Congrats to Nac's New Leader Assimilation graduates!



Etech Give Back Program - Adopt-A-Family Event

The Nacogdoches Community Action team hosts an Adopt-A-Family event for Thanksgiving and Christmas. This yearly event raises money to donate to Etech families in need during the holiday season, as well as donating food. This year they will be helping a total of 6 families! Pictured is Stephen Darville the winner of the Sweet Words brownie drawing. Tickets were sold for \$1 each and they were able to raise over \$100! Way to be remarkable Nacogdoches Center!



Halloween Door Decorating Contest

Etech Nacogdoches employees participated in the Halloween Door Decorating Contest! We had some creative doors in the contest this year! However, there could only be one winner and that was awarded to Contact Us with their "smell my feet" door! Thank you to everyone who participated in this event, and congrats to the winners.



Nacho Day

Etech Nacogdoches employees were served nachos on October 26, 2017 to show our appreciation for the hard work that they come in and do every day. Thank you Nacogdoches employees for being remarkable!



Etech Give Back Program – Geneva Basic School Visit

"It's not how much we give but how much love we put into giving." Mother Teresa

On November 29, 2017, the employees of Etech Montego Bay visited Geneva's Basic School. This infant school expressed their need for wall fans, and the team members of Etech rallied together to donate to the cause. Etech – Jamaica is committed to make a lasting impact on our community, one month at a time.



Etech Give Back Program - Palm Beach Food Drive

Palm Beach Center has participated in a food drive this past month in hopes that everyone in our community can have what they need for the holidays. Participation was far greater than expected and as a team. We were able to more than double our total goal. Thank you for knocking it out of the park and thank you for providing for those in our communities.



Halloween Trivia

The Nacogdoches center set up 3 Halloween trivia questions during the week of Halloween. Pictured are the winners Gerardo Milo and Donny Holman with their t-shirt coupons.

1. Who wrote Frankenstein?
2. In what country did Halloween originate?
3. What were jack o'lanterns first carved from?

Do you know the answers?



Good Bye Potluck

Saddened by the news that our very own Help Desk team member would be leaving to return to school, Palm Beach Center wanted to send him off in style. We celebrated Adam Smith's two years at the center with a Potluck, goodbye cake and even sang a song in his honor. While the team was sad to see him go, every one wished him the best and made sure he left with fond memories.



Lufkin Halloween Costume Contest

Halloween is a time for ghost, goblins, and most important, candy! To celebrate Halloween, Etech Lufkin held a costume contest.

From witches to doctors, the creative juices were flowing. One of the most popular costumes was Sales Coach, Brandon Linville, who went all out, even shaving his head for the occasion, so that he could dress as Lufkin's very own Jon Johnson.

One of the more creative costume ideas came from Harry Taylor and Val Castillo dressed as each other, props included. The winner who took first place? Amber Christian, dressed as a man, fooling every judge, who thought it was just a picture of one of the male employees. Rosalinda Perez won second place, going full clown-mode, and Jacklyn Mott won third for her beautiful, deer face paint.



Burger Day - Nacogdoches

On November 9, 2017 agents in the Nacogdoches Center were awarded burgers for their outstanding performance in the month of October!



Brandon Elementary Junior Achievement

On Thursday, November 9th, Etech Lufkin sent a few staff members over to Brandon Elementary School for the yearly Junior Achievement day. Staff members taught the children about jobs, money, and taxes through games, including one on how to manage bank accounts.



Rewards and Recognition – Nacogdoches

Nacogdoches employees were able to relax and enjoy some amazing food and games during the October R&R. Of course the theme for this event was Halloween. The break room was decorated with spider webs, pumpkins, and black balloons. Prizes included a TV, Keurig, cookware sets, a sound bar, and plenty of gift cards! Congrats to all the agents that were able to attend.



Quesadilla Friday

On Friday October 27th, Etech Lufkin sold home-made quesadillas for the ongoing efforts to raise money for United Way. Fresh thin cut steak, with Patty Lopez's (HR) amazing sautéing recipe, was offered on a large tortilla with options of sour cream and salsa on the side. Lufkin center raised over \$300 that day!



Recruiting Prize

Congratulations to Vallera Celormy for winning our Xbox Reference Raffle. Vallera was able to provide us with multiple references which allowed us to fill our class and grow our team. Thank you for letting other people know that Etech is a great place to work!



Twin Day - (Robert Orr & Raj Pillai)



Lufkin Theme Week

To show off Etech's Halloween spirit, the Lufkin center showed up and showed out their best outfits during their October theme week. On Monday, employees showed their team spirit wearing their favorite team's gear. Tuesday was a well-loved day, as employees dressed in their best western wear. The biggest participation day, much too big to get a group picture, was Wednesday's pink day, to show support for breast cancer awareness. Picture is Christina Roland and Erika Jasso, with Erika rocking her Mean Girls pink shirt, in honor of the day being on Wednesday. Etech flashed back to the 80's on Thursday, and ended with a fan favorite of Nerd Day on Friday. Pictured is Courtney Clough and William Buckley showing off their lifelong love of everything nerdy.



Etech Employee Development Program - Tuition Reimbursement

Etech Nacogdoches would like to congratulate Jessica Richardson, Aubrey Fuller, Madison Harris, and Dagan Gose for completing the semester with at least a B or an A in their classes! If you do plan on taking classes for any upcoming semesters please check out the tuition reimbursement details in the employee handbook. We love to continually reward our employees for being such great students!



Dallas NLA Graduation

Congratulation to Dallas NLA graduates! Charles Atkinson, Obiolo "Charles" Ekeh, Kristen Velasquez-Hill, Thedon "TJ" Jones, Raymond "Bo" Reed.



Veteren day 11.11.17



Alexandria Husbands and Isaiah Blanton-Marine
vets in the Rusk Center



Rewards and Recognition - Dallas



Rewards and Recognition - Rusk



Halloween Costumes



David Wingard Won an Apple Watch for his creative halloween costumer!

Card Winner Devin Moses



Shala Moses Creepy Doll

Etech Dallas Top Performer of the Day - (Jordan Davis)



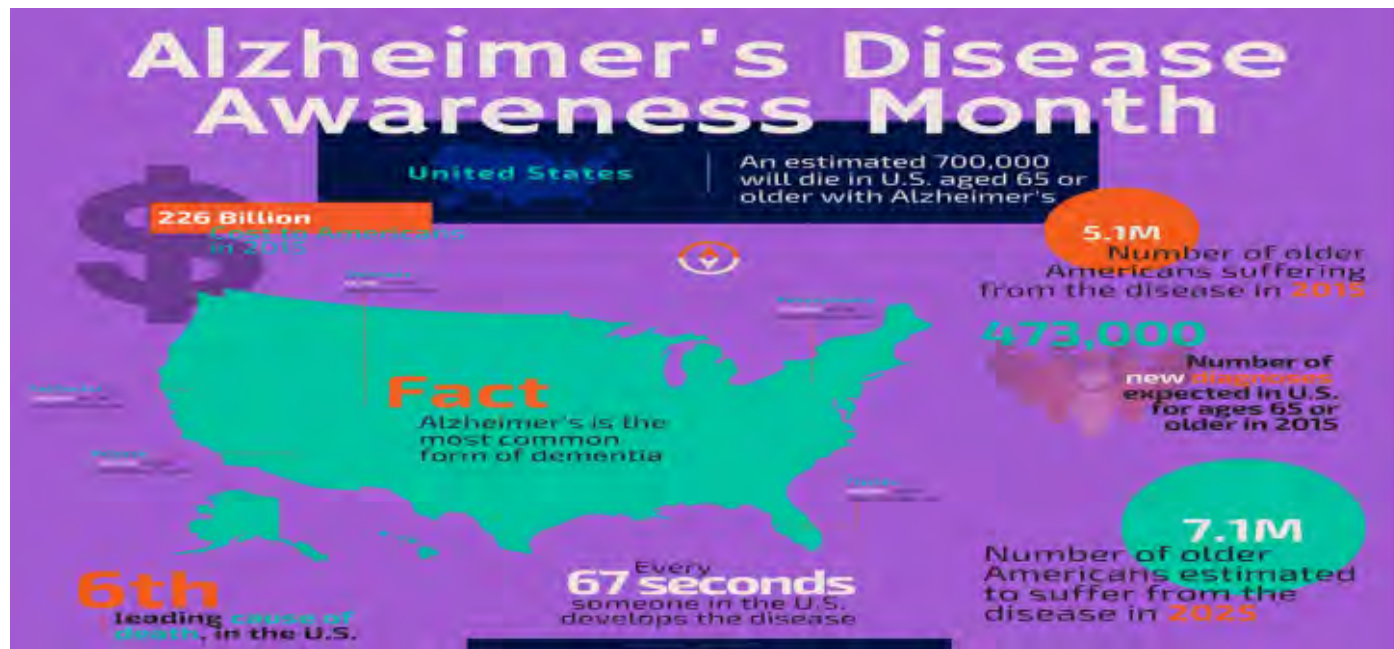
North Texas Flu Shot Keeping Dallas - Contest Winners Dallas Healthy



Rewards and Recognition - Gandhinagar



Alzheimer Nov 2017



Even though Alzheimer's has been known to be irreversible and fatal, medical professionals have hope that advancing research and treatment options will give a brighter outcome in the future. Early detection is key. Some medications might slow the progression if detected early enough.

Symptoms

- Memory problems – sometimes lack of new memories
- Language problems – speech production, finding names of things

7 Facts to Know

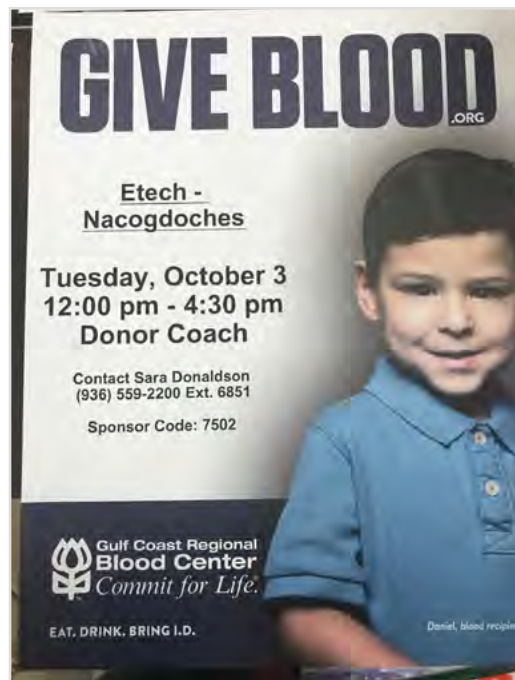
1. Alzheimer's is generally detected at the end-stage 8-10 years of a normal 14 year progression
2. Memory loss is not a part of normal aging.
3. Currently Alzheimer's drugs are probably more effective than most think
4. Alzheimer's disease can be treated with medication, good diet, physical exercise, social engagement and they can help alter the course of the disease.
5. Alzheimer's research effort has yielded some new promising medications that are in testing phase.
6. Taking good care of your heart will help your brain stay healthy. High cholesterol, blood pressure and obesity confer greater risk.
7. Managing risk factors may delay or prevent cognitive problems later in life. Include: diabetes, head injuries, smoking, poor diet, lethargy and isolation.

Etech Employee Wellness Program - Health Fair, Nacogdoches

Etech hosted its annual Health Fair on Tuesday, October 17. The health fair featured local vendors and agencies such as Nacogdoches Eye Associates, Nacogdoches Dental, and Medical Center. Employees received free health screenings as well as valuable health information. A special thanks to everyone who participated and contributed to this great cause.



Etech Give Back Program - Blood Drive



On October 3, Etech Nacogdoches hosted a blood drive for the Blood Center of East Texas. The Nacogdoches Center had a total of 16 donors, and 24 products! We would like to thank all the Nacogdoches employees that participated in the blood drive this month. Their donations will help patients in our community and possibly save lives.



Etech Give Back Program - Habitat for Humanity.

On October 7, volunteers from the Nacogdoches center joined the local Habitat for Humanity organization to assist them with building a home for a local resident. The team worked all day to hang sheet rock in the living room area of the home. Attention to detail was the key to making sure the drywall fit perfectly around the outlets, windows, and doors. On a couple occasions, the drywall had to be re-measured and re-cut because it was just an inch off! Many of volunteers also learned to use some new power tools. Pictured you will see the volunteers that assisted with the project: Michael Kelley, Sean Long, Steven Evans, Mathew Cole, Sara Donaldson, Corinna Yawn, and Madison (Skye) Golson.

If there is funding available, the Nacogdoches Habitat for Humanity organization builds one home a year for a family in need. Each family must meet a certain criteria to be considered to receive a home, and even has to put in over 100 hours of volunteer time with the organization in order to qualify. Proceeds from the local Habitat Restore are used to fund the building of the homes.

If you are interested in assisting your local Habitat for Humanity organization, please visit their website at www.habitat.org to see what volunteer options are available in your area.



Etech Give Back Program – Visit to the Samarpan School

I'm sure you all remember the Volleyball match played between Etech Champs and Samarpan School last year. Yes, the same match where the Etech Champions lost to the children of Samarpan School. Those specially abled super talented children live in a boarding school, Samarpan. They were in need of blankets this year, and we got to know about it in our meetings with them.

The Community Action Team organized the Etech Premier League and a charity football match to collect funds and shield them against the chill. In no time, the team acted and got the blankets to be donated to the children. This would ensure that these children get some good night sleep in the chilling winters.



Etech Give Back Program – Let's Shield Them Against

The Community Action Team at Gandhinagar organized **The Annual Clothing Drive** this month. Etech Gandhinagar team donated 2149 units of clothes and ensured that at least some wouldn't be forced to face the harsh chill. The smiles while receiving the clothes and wearing them stole our hearts, and this feeling of satisfaction is something you can't describe in words. On behalf of the Community Action Team, I'd like to thank each and every one who donated the clothes and made a difference to the lives of many.



CSR – Drawing Competition for Special Kids @ Etech, Vadodara

“What the body can’t do, the spirit makes up for.”

On the occasion of Children's Day (14th November) **CSR team Vadodara** organized drawing competition for the special kids from **Disha Charitable Trust** – Special School & Autism Centre. Around 15 kids along with the volunteers visited our office and participated in the drawing competition. This was a fun filled activity. We served snacks and handed over return gifts as a token of appreciation, certificates were awarded to them.

In 1999, Mrs. Prabha Mehta a writer, academician and social activist along with a team of committed professionals laid the foundation of **Disha Charitable Trust**– an Information, Guidance and Referral Centre to serve persons with disabilities and their families. A year later, Disha Special School and Autism Centre was established. True to its name, Disha provides a direction, hope, and a channelized path to persons with disabilities by delivering need based services.

DISHA is one of the premiere institutions of India providing comprehensive and wide range of services to children with Autism, Down's syndrome, Cerebral Palsy, Speech and Hearing Impairment and multiple disabilities through various programs.



Rewards & Recognition ceremony – Vadodara

Rewards and Recognition ceremony has become an integral part of culture of celebrating success and rewarding those who are 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.



Aspiring Leadership - Graduation Ceremony



Etech Give Back Program – Sweet Distribution

"Giving back is not about the amount, but the lives you change". – Oprah Winfrey

Diwali is a festival of lights, love, and joy – it's all about lighting up lives of people. With this thought in mind, CSR Team of **Etech**, Vadodara celebrated this festival of joy with underprivileged section of the society in this unique way by distributing sweets amongst these people. Their attempt to brighten lives and bring smiles on the face of people who have not been able to celebrate the occasion was noteworthy.



DFD Mart at Etech, Gandhinagar

DFD Mart was organized at Gandhinagar center where team members shopped items of their choice with their DFD. Pride and happy moments flashed on their faces while selecting goods useful for their near and dear ones.



Organizational Development Session – Know Thyself at Etech, Vadodara

OD session – Know Thyself 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.

Self-knowledge is hard to acquire and is not always correct. There are practical reasons which underscore the significance of self-knowledge to our lives. It is not essential to happiness, it is conducive to it. However, it can benefit our emotional lives.



Halloween Celebration at Etech, Vadodara

Happy Halloween!

The teams got together and decorated their departments with mummies, coffins, witches, bats, cats and so on and so forth. On the spooky night of Halloween we had zombies, jokers & witches. Everyone enjoyed pumpkin carving too.

Here comes the best part – Potluck. We finished day with breaking bread together.



Etech Give Back Program - Garba - Mook Badhir Mandal

There is ability in every disability.

Mook Badhir Mandal (Deaf Association of Vadodara) (<http://www.indiandeaf.org/>) organized Garba celebration for the hearing-impaired in the premises of Velchand Banker Ashram on October 5, 2017. Etech, Vadodara sponsored prizes for the event along with other philanthropic organizations of the city.

Mook Badhir Mandal was founded in 1972 by Late Shri Amrutbai Parikh as a social entity to bridge the gap between the hearing-impaired community and the mainstream society and make the community proactive in the development of the nation. Motto of this organization is learning, sharing and empowering each hearing-impaired individual.

We appreciate the constant endeavor of the Mook Badhir Mandal to integrate these extremely talented individuals with the mainstream society.



Client Visit



Birthday Celebration - Gandhinagar



Etech Idol Winners - Dallas



Rewards and Recognition – Lufkin

Lufkin celebrated their MVPs and All-Stars on October 19, with a Halloween themed Rewards and Recognition



Etech Employee Wellness Program - Lufkin Health Fair

On October 12, Lufkin hosted a health fair which allowed agents to speak to local businesses that accept the insurance offered by Etech. Businesses included Diboll Dental, The Heart Institute, Brown Family Health Care, Aurora Concepts, Wal-Mart Vision Center, Family Crisis Center, and Liberty Mutual. Free flu shots were given to everyone who wanted one, and employees who take advantage of the benefits Etech offers were also able to get shots such as their TDap or Shingles.



Announcements

Demond Jackson - Recruiting department

Demond is a 2006 graduate of Nacogdoches High School graduate. As our newest Talent Acquisition Representative, Demond will be responsible for conducting first level pre-screen telephone interview to screen qualified applicants to continue to second level operations interview; answers incoming phone calls for department and responds to recruiting department emails and supporting all external hiring and recruiting activities.



When he is not at work, he enjoys spending time with his nieces, who keep him very busy. Demond also loves coaching his AAU Basketball Team (East Texas Dream Team), which he has been the owner for 12 years. Demond is a member of the Boys & Girls Club of Nacogdoches Board of Directors and the Nacogdoches High School Alumni Association Board of Directors. Demond has also been involved with Glory Gang Children's Ministry for 16 years.

Granielle Porter - Payroll Coordinator

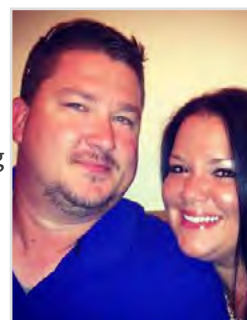
Granielle is a proud East Texas native, born and raised in Nacogdoches, Texas. Granielle received an Associate's degree in accounting from Angelina College in 2007 and a Bachelor's degree in business administration from Stephen F. Austin State University in 2017. Granielle has over 5 years of office management experience; working for an environmental company, a childcare center, and a low-income housing complex. In addition, Granielle has served as a bookkeeper for a small local business. During Granielle's personal time, she enjoys relaxing to music, long walks in the park, and spending time with her 3 wonderful children. Granielle is grateful for the opportunity to be the newest Payroll Coordinator, and she is looking forward to developing her career with the Etech family.



Michael Owen - Assistant Director of IT: Networking.

In his new role Mike will have overall responsibility for the Network and Mail Administration teams. Reporting to me, Mike is tasked with implementing a vision for Etech's Network and eMail team that will assist in leading Etech's growth by facilitating the development of an industry leading network and email infrastructure.

Mike joined Etech 10 years ago and has continued to meet new challenges and responsibilities. He is committed to the vision of making a remarkable difference for our customers, our people, and our community. Mike's work ethic and dedication to Etech define our character commitments of Accountability and Vision.



When he's not at work, Mike spends time volunteering as a Little League Baseball coach and working on a variety of hobbies including photography, but most importantly he enjoys spending time with his family!

Nakea Williams - Recruiting Intern

Nakea will serve as our Recruiting Intern, and will assist with helping to funnel a pipeline of applicants for our East Texas Centers. Formerly from one of our most challenging C2C campaign, Nakea is no stranger to hard work. She is quite familiar with what success is defined as and, most importantly, what it looks like!

Nakea is a senior at SFA majoring in Psychology and minoring in Dance. Upon graduation, she aspires to pursue becoming a Cognitive or Child Psychologist. Her hobbies include dancing, working out, and doing make up. Her favorite color is pink, and she LOVES drinking coffee from Starbucks. Nakea has been a part of the Etech family since February of 2017, and we look forward to her continued growth and success as a newly implemented leader.

**Sarankumar Parchuri - Network Administration team**

Please join me in welcoming Sarankumar Parchuri to our Network Administration team. He will be working with Mike Owen out of our Nacogdoches facility.

Saran earned his Master's in Telecommunications and Network Engineering from Southern Methodist University. He previously worked at Morgan Stanley and AGC Networks Ltd. for about 3 years. He's a huge soccer enthusiast and supports Manchester United. Saran is very excited and is looking forward to having a great time at Etech. Welcome Saran! We're excited to have you!

**Tyler Bond - PI Coordinator**

Tyler Bond has joined the Program Implementation team as a PI Coordinator and is shadowing operations this week to quickly learn about the call center business. We appreciate the generosity of the Trainers and Ops Leaders who are assisting him.

Please welcome him to Etech.

The name is Bond, Tyler Bond.

**Charles Roquemore - Project Manager-Program Implementation**

Charles joined Etech in 2013 as a CenturyLink chat agent where his tireless work and desire to excel have earned him additional opportunities in Operations and other departments, most recently as the Recruiting Social Media Specialist. Program Implementation is pleased to welcome a new team member with such solid and broad experience. In his off time Charles coaches volleyball and enjoys the occasional trip to Vegas.

Please join me in congratulating Charles on his promotion- he is a peacock and really would enjoy hearing from you.



Emily Wortham - Daytime Receptionist

Emily began with Etech in May of 2017. In just 6 months, 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 grew up in the small town of Cushing, Texas and graduated from Cushing High school in May 2016. Emily is a social work major and is planning to continue her social work degree at Stephen F. Austin in fall 2018. Emily's bird style is a dove and she loves to help others. She says that she believes the key to success is keeping an open mind and an open heart.

**Matthew Ivy - Helpdesk team**

As we grow, we continue to search for qualified people to grow with us. Recently our search has produced an excellent new employee.

Please join me in welcoming Matthew Ivy to our Helpdesk team. Matthew will be working with the DTS team in Nacogdoches.

Matthew, who likes to go by Matt, served in U.S. Army before returning to East Texas. Before Etech Matt worked as an IT contractor and was a student at SFA. Matthew loves the IT field but in his spare time can be found outdoors hunting and fishing.

**Osvaldo Gonzalez - Helpdesk team**

Osvaldo, who likes to go by Ozzy, is originally from Chicago but has since moved to Houston. He is currently an Information Technology Major at SFA and plans to graduate December 2018. In his spare time Ozzy can be found playing football or soccer.

**Kevin Pratt - Sr. Director of Information Technology**

Kevin has been with Etech almost 8 years with ever-increasing responsibilities. He is committed to the vision of making a remarkable difference for our customers, our people, and our community. A recent graduate of the Leadership Lufkin program and current member of the Leadership Lufkin Alumni Association, Kevin is also a member of the Boys & Girls Club of Deep East Texas - Lufkin advisory board.

In his new role Kevin will have overall responsibility for the Helpdesk, Enterprise, and Applications Development teams. Kevin is tasked with implementing a vision for Etech's IT team that will assist in leading Etech's growth by facilitating the continued development of a fault tolerant, high availability IT infrastructure and support team.

When he's not at work, Kevin spends time volunteering for various community programs and working on a variety of hobbies including woodworking, metal working, and gardening. But most importantly he enjoys spending time with his family, in particular his three granddaughters!



Darien Wolliston - New HR Assistant

Darien joins our team with two years of experience in Human Resources and as well as a Bachelor of Arts degree from Florida Atlantic University. His education in Organizational Psychology with a minor in Human Resources will be an asset in his new position. In past roles, he has worked in both retail and healthcare fields, so he is excited to branch out to the call center industry with Etech.



Darien is a South Florida native. He enjoys playing musical instruments and visiting the beach in his spare time.

In his new role, Darien will be the primary HR point of contact for PBC orientations, policy questions, job postings, Sales Coach testing, Give Back service projects, reasonable accommodation requests and other HR support. He will be reporting to me. Darien can be reached in person at the Palm Beach Center, via email, or by calling the PBC number, 561-841-0040.

Help Desk Team Member- Toni Wagar

Toni will be working with the DTS team in Lufkin. Toni Wagar grew up in Arizona. Toni holds a Bachelor's of Science in Computer Information Systems from Stephen F. Austin. When not in the office Toni can be found binge watching movies and tv shows or playing video games. Toni also loves spending time with her family and her 3 month old bunny rabbit named "Ruby."

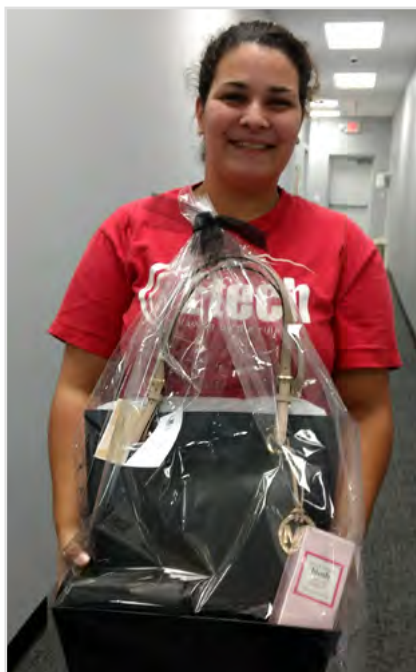


DFD Mart at Etech, Vadodara



Hard Work Shines! Congratulations, Briana!

Super Big CONGRATS to Briana Arnold for winning a Michael Kohrs purse and perfume gift bag.



Kyle Starkey SFA Battle PineyWoods

Kyle Starkey, Rusk Etech, won 2 tickets to the 2nd Annual Battle of the Pineywoods SFA Football Game vs Sam Houston. For Kyles' 100% SCHEDULE ADHERENCE, besides 2 tickets to the SFA game, Kyle also won a \$50 food card, \$50 gas card and an overnight stay in a hotel near the game in Houston. Axe Em Jacks!! Hope you had a fun trip, Kyle



Palm Beach Center New Class

The Palm Beach Center team welcomes our new class with a bright Florida smile!



Schedule Adherence Drawing

On October 4th, Etech Lufkin drew a winner for the tickets to the Battle of the Piney Woods Game at the NRG stadium in Houston. Jon Johnson, Director of Operations, and Sharmion Quarles, HR Coordinator, drew the lucky winner, Jeremycia Rogers. Unfortunately, she was out sick when her name was called, but was very excited to receive the prize when she came to work the next day. Jeremycia won two tickets to the game, a \$50 food card, a \$50 gas card, and a one night hotel stay.



Navratri Celebration at Etech, Vadodara

Defining both the religious and cultural themes, Navratri celebrations are a combination of traditional music and dance. Gujarat is the focus of Navratri celebrations with all night-long dance and festivities. Garba' is a devotional dance form that derives from the folklore. What's more, with time, Navratri festival has seen changes in celebrations with well-choreographed dance performances, high-end acoustics and people dressed in made-to-order, bright costumes. Dancers enjoy a mix of high-energy band music performances, singing and dancing.



Navratri Celebration at Etech, Gandhinagar



Rewards & Recognition ceremony – Gandhinagar

Rewards and Recognition ceremony has become an integral part of 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.



Spandan – Know Your Company

Spandan – Know your Company is an initiative by HR. Spandan has been designed to align all new joiners closer to the organization.

All HODs and Committee Leaders are invited to meet new joiners and help them understand the department's/ committees contribution towards business and Team member's growth. The last session was conducted on October 10, 2017.



Spooky Bake Sale Contest

The Nacogdoches Location held a Spooky Bake Sale contest for Halloween. Employees gathered under the skylight to check out and judge a table full of amazing desserts! First place went to Joyce Beighey and her Ghost Cupcakes. Second place went to Josie Fox for her Poison Apples! 3rd place was awarded to Khadijah Edwards with her Mystery Strawberry Shortcake. After the winners were announced, employees were able to purchase the treats to benefit out Work Life Balance team. We would like to thank everyone who participated in the bake sale!



EMS Team Outing

EMS Gandhinagar team went out to unwind and create some memories!



Etech Give Back Program - United Way BBQ Fundraiser

On Friday the 13th, Etech Lufkin helped raise money to go towards United Way by selling Brandon Chambers' chopped beef BBQ sandwiches. Meal came with chips and a drink, all for only \$6. Employees were also able to preorder other items, and Brandon's chicken was a popular choice.



Magan Bailey Ninja Margarita Mix

Magan Bailey, pictured with her leader Vedejah Scroggins, won the Nutri Ninja and Margarita Mix gift basket for her stellar performance. CONGRATS Magan - cheers!



National Night Out

Trainer, Stephen Trotter's chat class was having a GREAT Time on the square in Rusk at National Night Out. Thank you, Stephen, for your diligence and dedication.

Best from the waste competition at Etech, Vadodara – A WLB Initiative

“Creativity is making marvelous out of the discarded”.

WLB Team Vadodara organized “Best from the Waste” competition. To be creative is to let little pieces of your heart go and place them into each project you make. In total of 11 teams who participated showcased great **Creativity**, **Enthusiasm** and **Teamwork**. “Creativity” and “Teamwork” are amongst our twelve Character Commitments and this competition made team members to embrace it through their creations. We truly appreciate each participant’s involvement in showcasing their talents which gave us a tough time while deciding the best 3. After a long discussion, winners marginally edged out from the others.

Here are the top 3 winning teams:

Winning Team: Team 3 (Minu Bhatt, Dhanya Pillai and Murtuza Lokhandwala).

1st Runner’s Up: Team 5 (Rahul Kumamekar, Vishal Shah, Niraj Dandiwala, Kedar Jael and Krunal Patel).

2nd Runner’s Up: Team 7 (Archana Dave, Silpa Acharya, Krupa Patel, Rekha Yadav and Vishnu Pillai).



Diwali Celebration @ Etech, Vadodara

“Doubt is like darkness and trust is like light. There is no way one can destroy light by throwing darkness into it. So, let’s come together and enjoy the festival of lights”.

Diwali is among the major festivals celebrated in this diverse and secular country of India where many people of different religions and sects live together united. This festival brings lot of joy and celebration to everyone’s life. Etech - Vadodara celebrated the events with tremendous fun and excitement. Rangoli, Traditional Wear, Lamp Lighting, Fire crackers etc. were the attractions of the evening. It was laughter and joy all of over!

We organized luncheon and arranged gifts for our custodians as a token of appreciation on this auspicious day! It was a small gesture towards our coworkers who serve all of us day in and day out.

These pictures tell our story of bonding and celebration



Rangoli Vadodara



Rangoli Gandhinagar



Dallas - Dress for the job you want



Sugar Sugar!

Rusk Leaders put on their baking caps to bake goodies for our team members. With plenty of sugar to keep everyone hyped up – Sales on chat soared.

R to L – Charlotte Rasmussen, Brandy Wilson, Sheila Cain, and Canae Green enjoy a Sweet day at Etech Rusk.



WAI Danny Garrett



Danny Garrett



Tell me about your journey to a career with Etech?

"I began my career at Etech Lufkin in January of 2008 as an agent on Gypse.Info. Shortly after, I was transferred to the AT&T Wireless C2C program, which was the first time my eyes were open to the different opportunities afforded to me at Etech. After a month on that program we were in need of a trainer in the center. I was offered the position on my birthday of 2008. As a trainer I had the opportunity to work on numerous programs such as AT&T, Spectrum, CenturyLink, and Verizon C2C, just to name a few.

While training has been my love at Etech, I have also worked in Operations. I have been privileged to work as a Sales Coach and Ops Leader for Centurylink C2C and Spark



About me

Energy. The career that I've been blessed with at Etech has also afforded me the opportunity to work in various different centers. As mentioned earlier I started in Lufkin, then I spent the majority of my career in. I worked 2 years in our Montego Bay Jamaica location, 3 months in Dallas, traveled to our Huntington WV site, and now I am located in West Palm Beach Florida."

What are you currently doing to drive metrics for the campaigns you train?

"To drive metrics for the campaigns I train is a pleasure of mine because I get to keep a relationship with the agents I have trained. Many times I am doing side by sides on the floor so that we can minimize time off the phones. I enjoy doing Bootcamps whenever possible. Many times agents forget the basics, and it is always good to remind them of what got them to the point they are now. I also spend time doing ACTs and leading team meetings."

Aside from investing in your career here, how much do you invest in bettering you community?

"Working with Etech I love the fact that we spend so much time bettering the community. Recently I spent a day volunteering at a school where I was honored to help in four different classrooms. On teacher let me teach place value in her math class so I was able to use my training skills there.

I have also participated in trash pickups; blood

drives, donations for the homeless, and can food drives. Here in West Palm Beach we are one day planning to do a beach clean up as soon as the hurricane's permits."

What does your life entail outside of the workplace?

"Outside the workplace I am very involved in my church, New Light Fellowship here in West Palm Beach. I love to spend time with my family which is very important to me. Football is something I enjoy and go to games as often as I possibly can."

Who Am I ?
Continued ...



On the left, Danny is pictured volunteering at the West Palm Beach Renaissance Charter School.



On the right, Danny is pictured with the Montego Bay Community Action team.

Bird Style:

Peacock

Learning Style:

Kinesthetic

Department:

Training

Tenure:

9.75 years



Happy Birthday

DECEMBER

Bhargav Valiya	12/1	Gan	DeAlta Nichols	12/6	Nac	Michael Dove	12/11	Nac
Chetan Gohil	12/1	Gan	Hannah Rangel	12/6	Rus	Mikel Wilson	12/11	Nac
Chintan Dave	12/1	Gan	Mamta Atmaramani	12/6	Bar	Herlinda Gonzalez	12/11	Luf
jacklyn moyeda	12/1	Luf	Kimberly Craig	12/6	Nac	Inchantra Kendrick	12/11	Rus
Markeishia Lee	12/1	Dal	LaToya Davis	12/7	Luf	Inikia Rawlinson	12/11	Nac
Paresh Goplani	12/1	Gan	Jatin Bhatia	12/7	Gan	Irfan Khan	12/11	Bar
Parimal Sagar	12/2	Gan	Meghavi Patel	12/7	Gan	Poulomi Isdas	12/11	Gan
Mecayla Hill	12/2	Nac	Paris Haynes	12/7	Nac	Vyisha Boyd	12/11	Nac
Jalpesh Desai	12/2	Gan	Ashley Tartt	12/7	Dal	Tia Hunt	12/11	Luf
Kimberly Garcia	12/2	Nac	CLARENCE MILLER	12/7	Dal	Payal Shrimali	12/12	Gan
Issa Hussein	12/2	Dal	Sarah Clover	12/7	Luf	Rajesh Vaghela	12/12	Gan
Dhanya Pillai	12/2	Bar	Rajendra Vaghela	12/7	Gan	Ruby Moya	12/12	Rus
Faith Horace	12/2	Nac	Pooja Lachwani	12/8	Bar	Jackilynn Johnson	12/12	Luf
Bharat Chauhan	12/2	Gan	Tammy Johnson	12/8	Rus	Harsh Purohit	12/12	Gan
Sandeep Punraj	12/2	Gan	Bhavna Yadav	12/8	Gan	Harshal Trivedi	12/12	Gan
Shakeitha Caldwell	12/2	Dal	Adolfo Garcia Huizar	12/8	Nac	Bhumi Prajapati	12/12	Bar
Susie Henry	12/2	Luf	Esther Bollier	12/8	Luf	Celina Gonzales	12/12	Luf
Tyler Matson	12/2	Nac	Mallory Allsbrooks	12/8	Rus	Michael Cloudy jr	12/12	Nac
Vaneeta Arora	12/2	Pbl	Kellie Smithson	12/8	Nac	Nikolas Jackson	12/12	Nac
Tori Holland	12/3	Rus	Lillie Collins	12/9	Dal	Mohammed Vasim Mansuri	12/13	Gan
Tej Mehta	12/3	Gan	Jermaine Walker	12/9	Dal	Mukeshbhai Bhoi	12/13	Bar
Chasity Henry	12/3	Dal	Nina Ayers	12/9	Nac	Mayurdhvaj Vaghela	12/13	Bar
DENNIS DAWKINS	12/4	Jam	Anuja Singh	12/9	Gan	Lisa Shine	12/13	Dal
Elizabeth Pacheco	12/4	Rus	Teresa Figueroa	12/9	Nac	Devin Solley	12/13	Nac
Arunkumar Choubey	12/4	Bar	Zara Sloan	12/10	Nac	Danielle Williams	12/13	Nac
Bailee Reyes	12/4	Rus	Preeti Kumari	12/10	Gan	Eghosa Bazuaye	12/14	Dal
Mahesh Rana	12/4	Bar	Rodneisha Robertson	12/10	Nac	Candice Young	12/14	Dal
Jarvis Durham	12/5	Luf	Shakia Moran	12/10	Nac	Arieanna Day	12/14	Nac
Jorge Cantu	12/5	Luf	Anand Jadaun	12/10	Gan	Ashish Sharma	12/14	Gan
Megan Davis	12/5	Luf	Matthew Mcewen	12/10	Nac	Juzer Vasadwala	12/14	Bar
Aklavya Devta	12/5	Bar	Joann Diggs	12/10	Nac	Jodiecia Holmes	12/15	Nac
Amanda Griffin	12/5	Rus	Keila Savala	12/10	Dal	Anuj Agarwal	12/15	Gan
Tapas Patra	12/5	Gan	Lokesh Alwani	12/10	Gan	Brittany Brown	12/15	Luf
Shubham Prabhat	12/5	Bar	Khloe McCloud	12/10	Luf	ChiragKumar Thakar	12/15	Gan
Urmil Sonigra	12/6	Gan	Juan Razo gutierrez	12/11	Luf	Falguni Thacker	12/15	Gan
Alberta Thomas	12/6	Nac	Melody Caskey	12/11	Nac	Gail Brown	12/15	Jam



Happy Birthday

DECEMBER

Princess Brown	12/15	Dal	Carolyn Ghant	12/21	Dal	Roshniben Patel	12/28	Gan
Shobhit Kumar	12/15	Gan	Vrunda Parmar	12/21	Gan	Ryan Tarver	12/28	Rus
Shubham Sharma	12/16	Bar	Winny Soman	12/21	Bar	Aswind Pandey	12/28	Gan
Ramses Hernandez	12/16	Nac	Shawndra Tobias	12/22		Jacqueline Clark	12/28	Dal
Patricia Holt	12/16	Nac	Shawndra Tobias	12/22	Nac	Gautami Patel	12/29	Gan
Jeanene McMullen	12/17	Nac	Rajeshwar Rajpal	12/22	Gan	Gloria Viegas	12/29	Bar
Maiya Tapscott	12/17	Luf	Bhavesht Patil	12/22	Gan	Anang Pillai	12/29	Gan
Kelly Gilbert	12/17	Luf	Mandip Dave	12/22	Gan	Charlotte Glenn	12/29	Rus
Ida Young	12/17	Dal	Murtaza Diwan	12/22	Gan	Nicolle Flores	12/29	Luf
Bhargav Dakwala	12/17	Gan	Kunal Patel	12/22	Gan	Sanjay Patel	12/29	Gan
Rebecca Clary	12/17	Nac	LuAnn Mannix	12/22	Rus	Pratik Shah	12/29	Gan
Priyanka Gupta	12/17	Gan	Keasia Page	12/23	Nac	Roma	12/29	Gan
Tripti Singh	12/17	Gan	Minu Bhatt	12/23	Bar	Rickie Rash	12/29	Nac
Tonyae Evans	12/17	Nac	Dineshbhai Parmar	12/23	Gan	Riddhi Bharucha	12/29	Bar
Sweta Nagar	12/18	Gan	Raghunath Singh Rao	12/23	Gan	Stephanie Brooks	12/30	Rus
Rahul Nair	12/18	Bar	Dalpat Prajapat	12/24	Gan	Nilesh Nimavat	12/30	Gan
Rohit Sharma	12/18	Bar	Isis Roberson el	12/24	Nac	Onikki Holmes	12/30	Luf
Sandra Garrett	12/18	Nac	Mukeshkumar Parmar	12/24	Gan	Kim Phillips	12/30	Rus
Laquita Cox	12/18	Dal	Nicholaus Richardson II	12/25	Nac	Charlisa Claudrick	12/30	Nac
Kiran Talvadi	12/19	Gan	Olevine Fraser	12/25	Jam	Cody Skinner	12/30	Nac
Nivarani Khomdram	12/19	Bar	Patrick Easley	12/25	Luf	Daniel Barrett	12/30	Nac
adeyemi Awodipe	12/19	Nac	Michell Jemison	12/25	Jam	Daniel Phipps	12/30	Jam
Ashley Knight	12/19	Nac	Jamie Walker	12/25	Luf	Bria Mcmiller	12/31	Nac
Harvey Stewart	12/19	Luf	Malachi Frazier	12/25	Luf	Keyur Surani	12/31	Gan
Frejai Dimery-Tate	12/19	Nac	Ashley Baker	12/25	Nac	Jaquettia Bigham	12/31	Nac
Sherin Philip	12/19	Gan	Sheina Thomas	12/25	Jam	Nishant Hariyani	12/31	Gan
Susan Christian	12/19	Pbl	Sharanya Pillai	12/25	Gan	Mary Chiz	12/31	Nac
Tierra Robinson	12/19	Dal	Shashank Rawat	12/25	Gan	Tristan Wright	12/31	Nac
Vishrut Jambudi	12/20	Gan	Ronak Patel	12/26	Gan	Roshni Patel	12/31	Gan
EMMANUEL ATANGANA	12/20	Dal	Yesenia Zamarripa	12/26	Luf			
Jasmine Zarbin	12/20	Nac	Charity Cain	12/26	Luf			
Kishor Beshra	12/21	Bar	Ileshkumar Sisodiya	12/26	Gan			
Nathan Diven	12/21	Nac	Madhuri Sharma	12/26	Gan			
Nilkanth Dave	12/21	Gan	Jamichael Kilson	12/26	Nac			
Maulin Vyas	12/21	Bar	Jacqueline Hoffenden	12/26	Pbl			
Devang Shah	12/21	Gan	Abby Steed	12/27	Rus			