



NEWSLETTER

February 2017



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



Hello **ETECH**! Welcome to the February 2017 edition of the newsletter.

I want to remind you of decisions that I have asked each of you to make each day. These decisions will not only help you achieve your own personal goals, but they will ensure the success of ETECH!

The Buck Stops Here - from this day forward I will accept responsibility for where I am. From this day forward I refuse to blame my parents, my spouse, my boss or my fellow employees for my present situation.

I Will Seek Wisdom - knowing that wisdom waits to be gathered, from this day forward I will actively search her out.

I am a Person of Action - No longer will I moan over lost opportunities or squandered time. I cannot change the past. My future is now! I will grab it with both hands and carry it with running feet!

I Have a Decided Heart - I am passionate about my vision for the future. I will not wait. I will confront my problems and they will become smaller. My course has been charted, my destiny assured.

I Will Choose to Be Happy, Everyday- I know that happiness is not an emotional phantom floating in and out of my life. Happiness is a choice! I will choose to be happy! Together, we have persevered, we have learned, and our character has developed.

I Will Greet Each Day with a Forgiving Spirit - I will forgive those who criticize me unjustly. I will forgive those who are critical of my goals and dreams. I will forgive those who do not seek forgiveness. I will forgive myself!

I Will Persist without Exception-Today I choose that I will not quit! I know the outcome I desire. I will not let obstacles, exhaustion or others derail my dream. My faith will carry me forward. ***“For I know the plans I have for you, declares the Lord, plans to prosper you and not to harm you, plans to give you hope and a future.”*** I will persist!

Thank you all for everything that you do to make **ETECH** a great place to work and play. I am excited about 2017, and I look forward to celebrating many victories with each of you. Until next month, may God bless each of you and may God continue to watch over our company. Have a great day!

Matt Rocco
President/Managing Member

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Vice President of Human Resources, Veronica Chimney

"We should always have a goal to be better than we were yesterday!"

10 Powerful Habits of Highly Effective Leaders

Many leaders join me in the pursuit to be the best that we can be. I read this Forbes article the other day and want to share with those that are interested in leadership or eager to become better in a current leadership role. I find it very interesting. We should always have a goal to be better than we were yesterday.

1. Confident but not arrogant

Great leaders are self-assured and very confident in themselves. Employees are naturally drawn to them, as they impart a strong sense of self-confidence. You know you possess this type of confidence when you don't shy away from challenges. Your confidence conveys a sense of calm during turbulent times, and great leaders do not waver once they commit to a course of action.

2. An inspiring communicator

There is little doubt that great leaders communicate persuasively. They have a knack for imparting the right messages at the right time. Strive to deliver messages that inspire, motivate, reassure, and, when required, direct. When you stir an idle organization into action with your communication, you have communicated persuasively, passionately, and honestly.

3. Sensitive and responsive to others

Great leaders are sensitive and have an intuitive feel for the needs of their people. They understand what drives their employees and demonstrate genuine concern for their welfare. Think about the people in your organization and consider yourself a guardian for their well-being and success.

4. Determined

Great leaders see things through to completion. They simultaneously track what may appear to be insignificant details and keep the larger picture in mind. They monitor anything they believe helps them achieve their goals. They don't give up easily when things don't go their way. See your projects through to completion unless you have a compelling reason not to.

5. Supportive

Great leaders are genuinely concerned for the health and welfare of the people who make up their organizations. They guide their people through challenges, always on the lookout for solutions to foster long-term success. When you help a top employee come up with a modified work schedule to help him get through personal challenges with his marriage, and you don't burden others in the process, you're being supportive of both your employee and your organization.

6. Distinguished

Leaders develop a unique sense of professionalism about their image, their actions, and their communication. They conduct themselves in a way that sets them apart from their employees, yet, in spite of this separation, they still draw respect and admiration from them. To distinguish yourself as a manager, lead by example. Dress professionally, be knowledgeable about your entire organization, and when you speak, speak intelligently. When you've cultivated your own managerial image and become comfortable with it, you'll know, because you'll walk the walk and talk the talk of a manager without feeling self-conscious about it.

7. Responsible

Leaders take responsibility for their people's performance. When things are going well, they praise efforts publicly. When things require attention or blocking issues arise, they find ways to fix things quickly and get things back on track. When you can do this without singling out people for errors, or assigning blame to others to avoid taking responsibility yourself, you're being a responsible leader.

8. An optimist

Passionate leaders invigorate others easily, and they enthusiastically dive into most things with calculated recklessness. Your optimism, if genuine, can liven up the workplace. Avoid reckless and thoughtless actions, but do look for ways to passionately stimulate and energize people and make work enjoyable for you and your team. You'll know when this happens, as things will get done and work will seem fun.

9. Honest

Great leaders are honest people. They genuinely treat people how they like to be treated, because they respect themselves and take others' feelings into consideration. Do you strongly believe honesty and ethical behavior form the foundation of success? If so, you too can join the ranks of other outstanding leaders who manage very successful organizations.

10. Organized and together

Planning requires thought. Great leaders organize and plan ahead. Although thinking through various scenarios and possible impacts requires analytical thinking skills, plan so your passions align with your thinking. Lead with your head, and your heart.

The opinions expressed here by Inc.com columnists.

ETECH'S HR HEALTH AND WELLNESS CORNER

As your OSHA and Safety Compliance Manager, remember to be safe! - Ralph Ervin

Fire Safety Awareness

IMPORTANT FIRE SAFETY INFORMATION FOR YOUR HOME

CAUSES OF FIRES



Electrical equipments liquids, improperly installed / maintained wood stoves, faulty wiring, careless use of cooking equipment.

The Most fatal house fires occur during sleeping hours (10.00 pm to 7.00 am) giving people little time to react. Be prepared and be safe.



DO YOU KNOW

Heat increases temperature which is required for fire to start and spread.

HOW FIRES SPREAD

Fuel can be any combustible material-solid, liquid or gas.



Fire only needs an atmosphere with at least 16% oxygen.

KITCHEN SAFETY



When you have finished cooking, make sure the cooker or oven is turned off.

Turn off the heat if it's safe to do so. Don't move the pan. Never throw water over the pan.



Never fill the pan with oil more than 1/3rd.



Before going to sleep at night don't forget to turn off the gas cylinder valves.

MICROWAVE



If a fire starts in the microwave, leave the door shut, and turn off the appliance. Never open the door. Adding oxygen increases the possibility that the fire will grow.

FIRE CRACKERS



Don't allow small children to handle fire works. Don't carry fire works in the pocket. Don't ignite fire works while holding them.



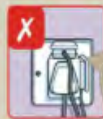
Keep two buckets of water handy. In the event of fire, extinguish flame by pouring water from the buckets.

If you burn yourself, pour water over the burn till pain is less, and consult a doctor. Don't apply any cream or ointment or oil on burnt area.

REDUCING FIRE RISKS



Only put one plug in each wall socket.



Never Over load adaptors with too many plugs.



If a power lead has a crack or a hole, stop using it. Never mend it with insulating tape.

APPLIANCE MAINTENANCE



Clean the oven, stove and other appliances regularly. Check appliances for labels from testing laboratories acknowledging the safe design of the product.

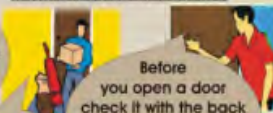
PLAN A FIRE ESCAPE ROUTE AND HOW TO KEEP YOURSELF SAFE



Plan together Talk through your escape plan, including what to do & what not to do in a fire.

Show children where the keys are kept. It's important that the keys to doors and windows are kept in the same place which everyone in the home knows.

If there's a Fire in Your Flat



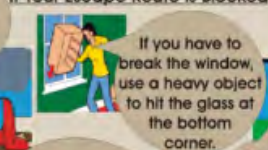
Choose an Escape route.

Before you open a door check it with the back of your hand since the fire may be on the other side.

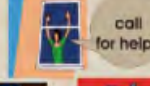


Don't go back inside for anything. Not even for pets.

If Your Escape Route is Blocked



If you have to break the window, use a heavy object to hit the glass at the bottom corner.



call for help.

The air is cleaner near the floor so if there's smoke put your nose as low as possible. Remember, smoke is poisonous and can kill you.

Throw bedding, cushions, etc, onto the ground to break your fall.

And Jump.

Once you've escaped, use a neighbor's phone or a phone box 101 calls are free.

FIRE EXTINGUISHER TYPES

Class A extinguishers are for ordinary combustible materials such as paper, wood, cardboard, and most plastics.



Class B fires involve flammable or combustible liquids such as gasoline, kerosene, grease and oil.



Class C fires involve electrical equipment, such as appliances, wiring, circuit breakers and outlets. Never use water to extinguish class C fires - the risk of electrical shock is far too great!



Class D fire extinguishers are commonly found in a chemical laboratory. They are for fires that involve combustible metals, such as magnesium, titanium, potassium and sodium.



IF YOUR CLOTHES CATCH FIRE REMEMBER



STOP



Get down onto the floor.

DROP



ROLL

With your arms above your head, roll over. This will put out the flames.

To do Emergency in your home get out, Stay out and call from a mobile or a neighbor's phone.



GIVE BACK 2016 -Nacogdoches



JAN

Hours-7

Thank a Soldier

FEB

Hours-42

- 1) Relay for Life fundraising
- 2) Planting Trees (NISD) for Malcolm Rector Technical Center - 9 participants

MAR

Hours-12

Nac Blood Drive -3/3 - (8) donors & (10) units donated

APR

Hours-60

Relay for Life - Apr 8
(15+ participants)

MAY

Hours-10

Adopt a Highway

JUN

Hours-7

Silent Auction to buy diapers for the Foster Child Program of Nacogdoches County. Raised \$311.00 and bought 19 boxes of diapers!

JUL

Hours-20

Summer Picnic appreciation for employees & Employee Team Fair

AUG

Hours-1

Back to School Supply Drive

The greatest good you can do for another is not just share your riches, but reveal to them their own.
- Benjamin Disraeli

OCT

Hours-17

Adopt a Highway 10/25; 15 participants - great turnout!

NOV

Hours-12

Holiday Assistance - Thanksgiving for 2 Etech families & box of food for Habitat

DEC

Hours-8

Holiday Assistance - Raise \$250 for gift card for Christmas presents for Etech family

GIVE BACK 2016 -Dallas

*One person can make a difference,
and everyone should try.*
- John Fitzgerald Kennedy

FEB

Hours-10

Volunteering at the North Texas Food Bank (10 employees) - February 9th & Pregnancy Center Baby Bottle Coin Collection (All Month)

MAR

Hours-10

Volunteering at Homeless Shelter (4 employees) and Continue with the Pregnancy Center Baby Bottle Coin Collection Drive

APR

Hours-5

Habitat for Humanity - Saturday April 29

MAY

Hours-5

Maple Lawn Elementary Field Day Event Volunteer

JUN

Hours-5

Clothing Driving - Supporting the Turnaround Resale Store

JUL

Hours-5

Cater Blood Center - Blood Drive July 11th from 9:00am to 2pm

AUG

Hours-5

Maple Lawn Elementary Back to School Drive

SEP

Hours-1

Learn and Lunch with Dr. Austin September 13th

OCT

Hours-4

StewPot Homeless Shelter Volunteer Meal & Trash vs. Treasurer Donations

NOV

Hours-5

Operation Christmas Child Shoebox Distribution (8 employees)

DEC

Operation Christmas Child Distribution Center (8 employees)



GIVE BACK 2016 -Gandhinagar



JAN

Hours-5

Launching Etech Unteshwari Computer Lab. Donating 5 Pcs to Unteshwari village

FEB

Hours-4

Computer Sessions by Etech representative for the under-privileged children of the Unteshwari village

MAR

Hours-8

Blood Donation Camp

APR

Hours-5

- 1) World Health Day - Health Awareness by Dr. Falguni Iyer
- 2) Movie screening for the special kids at HIV school

MAY

Hours-4

Health Camp - Dental & Eye checkup

JUN

Hours-4

Notebookonation - Adopting a school which focusses on girl child education and distributing Notebooks for the New academic year.

JUL

Hours-2

Volleyball Tournament for specially abled children with hearing impairment issues.

AUG

Hours-2

Special Olympics with specially abled kids

SEP

Hours-5

1) Duathlon - Etech in association with Phoenix Events organized Duathlon to create awareness on Green Gandhinagar, Swachh Bharat, Women Empowerment, Healthy Gandhinagar and Traffic Awareness.

DEC

Hours-11

Warm Clothes Donation + Blood Donation

2) Tree Plantation at a Fire Station to create awareness on Green city.

"If you don't like the way the world is, you change it. You have an obligation to change it. You just do it one step at a time."
-Marian Wright Edelman

GIVE BACK 2016 -Baroda

JAN

Hours-4

Shaurya-the annual sporting event conducted by friends society for the differences of ability

FEB

Hours-8

Blood Donation Drive

MAR

Hours-10

Donation medicines to the Mother Teresa Foundation

APR

Hours-6

Eye check up to avoid Computer Vision Syndrome for 100 TM's and their family members

MAY

Hours-12

Distribution of butter milk during noon time on the road to hard workers

JUN

Hours-6

Stationary Drive-We collaborated with change Valodara Campaign and distributed stationary kits to 40+ children

JUL

Hours-6

Drawing competition for the special kids from Disha Charitable Trust

AUG

Hours-12

Exhibition of the handicraft made by the special kids from Disha Charitable Trust. Collected money given to the trust for betterment

SEP

Hours-6

NavKaushalya Visit students and staff members of NavKaushalya visited as a part of their skill based training for office administration.

NOV

Hours-16

Visit to Balgopal school and training center for physically and mentally disabled children

DEC

Winter Drive on December 24

Do what you can, with what you have, where you are.
- Theodore Roosevelt



GIVE BACK 2016 -Lufkin



"I slept and dreamt that life was joy. I awoke and saw that life was service. I acted and behold, service was joy."

— Rabindranath Tagore

"To serve is beautiful, but only if it is done with joy and a whole heart and a free mind."

—Pearl S. Buck

MAR

Hours-15

Blood Drive - 3/17/16

MAY

Hours-20

Relay for Life

JUN

Hours-19

- 1) Selling chocolate bars to support PAWS
- 2) Blood Drive - 6/2/16

JUL

Hours-4

Selling chocolate bars to support PAWS

AUG

Hours-20

- 1) Back to School Supply collection
- 2) Blood Drive - 8/24/16

SEP

Hours-20

Forest Festival

OCT

Hours-12

Adopt a Highway - Clean up completed on 10/13/2016

NOV

Hours-4

Partnered with Salvation Army - Etech hosted a food drive to provide less fortunate individuals with items needed for a Thanksgiving Dinner

DEC

Hours-4

Partner with Salvation Army to Adopt a Family from their Angel Tree as well as volunteer for "Bell Ringing"

GIVE BACK 2016 -Palm Beach

Once we decide we have to do something, we can go miles ahead.
— Narendra Modi, Prime Minister of India

MAR

Hours-10

On MARCH 8th, we attended and volunteered with the March HR Connect Networking Event 2016. Where Aid to Victims of Domestic Abuse (AVDA) in Palm Beach County, Women in Distress of Broward County, HRPBC, HRABC, and SMA South Florida gathered together for an evening of networking, fun, and giving.

APR

Hours-4

March of Dimes Walk- April 16 March for Babies - Palm Beach County 2016

Begin collecting donations April 1st inside plastic Baby Bottles to donate to cause and participate in walk.

MAY

Hours-1

Collected Old Towels to donate to the Humane Society mobile Vet Clinic in Martin County. They spay and Neuter domestic animals and provide vet services for free for low income families.

JUN

Hours-2

Involve Center agents to volunteer at St. Georges Episcopal Church down the street from our center in their food kitchen serving food or helping in other capacities.

JUL

Hours-5

Donate Diapers to the local Families First Center for Christmas in July.
<https://www.familiesfirstpbc.org/portal/family-resource-center-1>

AUG

Hours-3

Back To School Donations to for to Hilltop Missionary Baptist Church, Riviera Beach, Fl. Supplies for local families providing them with school supplies for all ages. Posters placed in center and meeting with Director of Donations.

SEP

Hours-4

Childhood Cancer Awareness for the month of September. Teamed up with Jessica June Cancer Foundation to support a needy family fighting this Terrible disease. Every Friday we are sponsoring a meal in our center to collect donations for the JJCCF.ORG. American Heart Association Heart Walk - Saturday, Sept 24th. Registrations begin a month before.

OCT

Hours-2

Breast Cancer Awareness Month and Halloween. Foods for Families to provide food for Thanksgiving. Breast Cancer Awareness Month - Center will provide agents with information on clinics and assistance in the community for Breast Cancer detection. Wear Pink day on Wed, 9/5/2016 pay \$1.00 to wear pink. Agents can buy pink cookies on Friday for \$1.00.

NOV

Hours-1

Support Local "Food for Families" through Rotary. Collecting non perishable foods for local families being donated to local churches through Rotary Club. Due on 11/21/2016. 3 PARTICIPANTS = 3 \$50 DONATION OF FOOD - 1 HR Wreaths for Scholarships to Jupiter High School for students that want to attend summer camp at RYLA.

DEC

Decorate Center and ut up Christmas Tree, Menorah, and Kwanza candlabras. Operation Shoebox- Samaritan's Purse fill a box to drop off at local church to be mailed to needy children. <https://www.samaritans-purse.org.uk/what-we-do/operation-christmas-child/> - We are also considering participating in "Toys for Tots" for every agent to donate a wrapped gi t for a child in the age range of 5-15.

GIVE BACK 2016 -Jamaica

MAR

Hours-15

Hearts for Medical Paints

MAY

Hours-20

Support street people feeding program

JUL

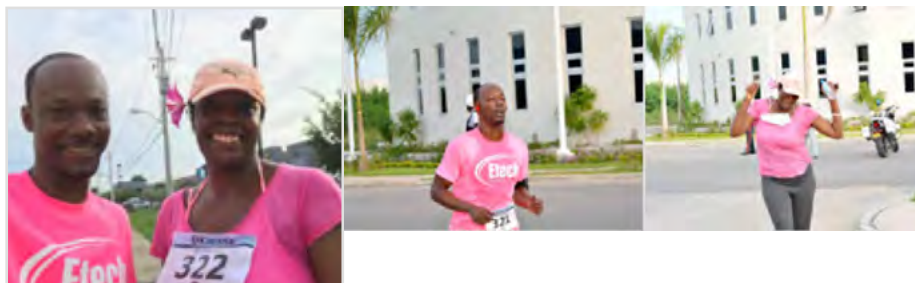
Hours-4

Back to school clothing drive

AUG

Hours-20

Community Relay



"The best way to not feel hopeless is to get up and do something. Don't wait for good things to happen to you. If you go out and make some good things happen, you will fill the world with hope, you will fill yourself with hope."

— Barack Obama

"The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well."

— Ralph Waldo Eme

"No one has ever become poor by giving."

— Anne Frank, diary of Anne Frank: the play

"A kind gesture can reach a wound that only compassion can heal."

— Steve Maraboli

GIVE BACK 2016 -Rusk

JAN

Hours-3

Fund Raiser Chicken Spaghetti Dinner for Rusk TM

FEB

Hours-1

Fund raising - Relay for Life

MAR

Hours-1

Relay for Life Fundraising

APR

Hours-2

Rusk Rotary Fan Drive

MAY

Hours-2

Rusk ISD Backpack School Supply Drive

JUN

Hours-2

Rusk Chamber of Commerce Dunking Booth

JUL

Hours-3

Etech Rusk Food Pantry

AUG

Hours-3

Etech Military Family Care Package

SEP

Hours-4

Community Canned Food Drive

OCT

Hours-4

Rusk Trick or Treat on Square

NOV

Hours-3

Etech outreach to Tree of Promise - Guest Speaker

DEC

Hours-5

Blood Drive Dec 6

Dallas Holiday Employee Appreciation



Hot cocoa day



Dallas Inbound Work Hard & Play Hard



Tuition Reimbursement Ceremony

On Tuesday, January 3, 2017, the Nacogdoches and Lufkin Etech centers held their tuition reimbursement ceremonies for their student employees. The employees who were able to maintain an A or B average in their classes were awarded the tuition reimbursement. Since the program started, Etech has given away over \$900,000 in tuition reimbursement. Between both centers, over \$4,000 was awarded to its newest recipients.

In Lufkin, Sean Cox was the recipient and for the Nacogdoches center, the recipients were Brandon Brown, Kierra Chancey, Aubrey Fuller, Dagan Gose, Madison Harris, & Courtney Williams. Congrats to all recipients!

Etech is dedicated to fostering an environment geared to help students earn their degree. Tuition reimbursement is available for Etech employees that are taking college courses. Please see the Tuition Reimbursement link on Team Members Web or ask your supervisor for more information.



Happy New Year Dallas Style



Birth of a New Star - West Palm Beach

West Palm Beach has officially named their Work Life Balance Team. The team is responsible for organizing events for the center at least once a month to ensure fun working environment that everyone enjoys.

Members include, Front Row Raynisha Whittaker, Remi Manning, Lacey Dunmore, Jacqueline Hoffenden, Danny Garrett/Michael Ramsey, and Latrice Ellis.



Etech Dallas-Happy Holidays



Lunch With Ashwini

The Etech leadership team from Learning & Development and Operations went out for lunch this Monday! Leaders loved getting to know Ashwini and each other better over a plate of food. The theme at “Global Desi Tadka” was a hit as was evident with the enthusiasm people displayed in taking pictures with the statues and each other.



Happy Holidays from Dallas HR, Recruiting and Facility



Etech Employee Awareness Program - Regions Bank Seminar

On January 19, the Nacogdoches Center hosted Regions Bank representatives for a lunch seminar. The discussion covered money management and paying yourself first in order to start to save and invest for your future. Attendees received lots of good information and advice on how to achieve a financially secure future.



2017 Babypalooza

A Texas-Sized Baby Shower

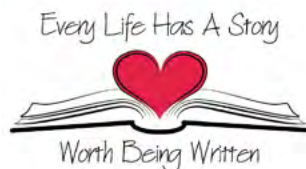
Join us in restocking the Resource Room with essential and fun baby items for the pregnant and parenting families right here in East Texas!

JANUARY 15TH - FEBRUARY 18TH

Deliver your gifts to one of our public drop-off location, check with your church to see if they are a collection site or donate during one of our events listed on our Calendar of Events.

New and gently used items will be accepted.

Visit www.phclufkin.org for public drop-off locations.
Call (936) 632-9292 for more information.



Calendar of Events

Get a sweet treat from
ORANGE LEAF*

January 15 | 1 pm to 4 pm

Have dinner at
HWY 94 WHATABURGER*

January 19 | 5 pm to 8 pm

Drop off donations at **PHCOL OFFICE**
January 24 | 8 am to 5 pm

Grab a bite at
WHICH WICH*

February 5 | 11 am to 5 pm

Drop off donations at
MARCO'S PIZZA

February 7 | 5 pm to 8 pm

Join us for our Baby Derby
LOCATION TBA

February 18 | *more info to come*

*Please mention that you would like to support Pregnancy Help Center with your purchase.

Etech Give Back Program - Relay for Life

The Nacogdoches Relay for Life team started their fundraising off this year by selling bowls of soup! They had either taco or potato soup to choose from. Each bowl of soup was garnished with shredded cheddar cheese and fresh green onions. The team's goal is to raise at least \$1200 by March 31st. All proceeds from their fundraisers go directly to the American Cancer Society.

Pictured you can see Shem Delafied, a Relay team member, manning the table during the fundraiser.



Rewards and Recognition Caremony - Lufkin



Rewards and Recognition - Etech Rusk

High spirits filled with Congratulations and a Job-well-done set the stage for our Rusk Rewards and Recognition! Hard work, dedication, and a healthy dose of teachability earned these Team Members their place at R&R. They drive up customer satisfaction as well as sales. Congratulations to Abby Steed, Lovanna Lash, Michael Boviall, and William Mannix for their dedication to improve performance. Great Job!



Rewards and Recognition Ceremony - Baroda

Valuing People is a part of our tradition as we hold true to the core characteristics of Etech. We celebrate success and recognize our team members for their excellent work in Rewards and Recognition ceremony. 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.



Paint Your Dreams This Valentine by ArtiEtech - The Guild

Vincent Van Gogh once said, “I dream my painting and then paint my dream.” Few of our talents at Gandhinagar centre decided to paint their dreams this valentine. To provide platform to such talents **ArtiEtech - The Guild** (a talent ministry that is responsible to engage employees to showcase their arts and crafts talents at Etech) arranged a drawing competition this valentine season.

There were two types of entries - team and individual. The competition was a great success and teams were excited to participate from the time it was announced. Below are the pictures of the team and individual entries.



Etech Employees Development Program - Aspiring Leadership Program

To be an effective & successful leader, aspiring leaders need to develop skills, gain experiences, and develop a leadership point of view. To be an effective & successful leader, aspiring leaders need to develop skills, gain experiences, and develop a leadership point of view.

Etech Gandhinagar rolled out “Aspiring Leadership Program” for our Team Members at Gandhinagar.

This program aims to raise the awareness and aspirations for those with the potential to take on the role of becoming future leaders and to offer some development to individuals.

Birthday Celebration - Gandhinagar



Etech Give Back Program - Shaurya - Feat of Courage - Baroda

There needs to be a lot more emphasis on what a child can do instead of what he cannot do - Dr. Temple Grandin

Living by the above words, over 250 especially abled children from 16 schools and other educational institutions participated in the annual sports meet “SHAURYA” organized by city-based Friends Society, a voluntary youth organization on 8th January, 2017.

The huge event was made successful by more than 100 volunteers from the city. The organization regularly holds sessions for the especially abled children to identify their interests and help them develop their skills. Etech Baroda partnered with Friends Society to organize this event in the city of Banyan.

I came, I played, I won! Everybody was a winner...Every participant of this event was not less than a Hero, their spirit and courage of winning was commendable.



Organizational Announcements



Rajkumar Pillai - Account Leader

Please join us in congratulating Rajkumar “Raj” Pillai in his promotion to Account Leader. Raj has been part of the ETECH family since 2005. He started his career as an agent at our Gandhinagar center in India. Raj left ETECH for a short period of time to join IBM, and he realized that ETECH is the place to be. Raj earned his master’s degree in mathematics and returned to ETECH as an ASC in 2010. Raj participated in the exchange program, and he came from India to the USA. He was part of the special operations team and during a visit

to Dallas, he felt like this was his home.

Raj has been married to Meera since November 2013, and she plans on joining him Dallas in March. Raj’s pastime is watching football and drinking Dr. Pepper! Raj is an avid reader and kayaker. His favorite book is “the 1 minute manager”.

Joshua Robinson - Account Leader

Etech has always been committed toward the development of its people and building an organization that will support its customer’s needs with constant improvement and quality results. Considering the expansion and the demanding everyday customer requirements, we are proud to announce the following promotion. Please join us in congratulating Joshua Robinson aka J-Rob on his promotion to Account Leader



Josh’s chat experience and leadership has been a great asset to us. We look forward to seeing Josh continue to grow and help take our premium C2C campaign to new heights!

Josh, was born in Dallas Texas and is third oldest of seven kids. He has been with Etech for over 12 years and has worked on many campaigns including spending 2 years in India. During his time at Etech, he always works hard and does everything he can to ensure that the campaign and Etech are successful. He has worked on several campaigns during his tenure. He was recently apart of the trial program for our premium wireless campaign that was very successful, and allowed Etech to gain additional work. 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! Please join us in congratulating J-Rob in his new role!”



Shannon Peta-Gaye Mullings - Employment Coordinator

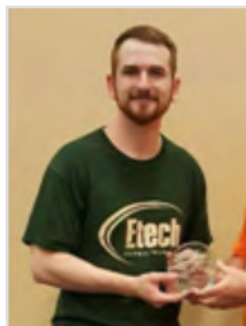
Shannon Peta-Gaye Mullings is a focused driven individual. She is proud of her accomplishments serving in a Human Resource Role and Recruiting Role for 5 years. Her experiences consist of serving as a Tutor, Events Planner, Public Relations Officer, Administrative Assistant, Human Resource Assistant, H.R Officer, Recruiter and now an Employment Coordinator.

Her passion for serving in a Recruiting Role was birthed at a tender age and she has a Diploma in Human Resource Management, Certificate in Office Administration and she is in pursuit of Associate Science Degree in Business Management from the University of the West Indies. She has worked in various industries such as Real Estate, Manufacturing Company, Corporate and Call Centre Operations.

Her Mantra - “once you are focused and humble in life, you can achieve anything you really put your heart to.”

With her experiences, go getter attitude and determination, she looks forward in bringing Etech to another level of recognition, thus causing us to stand out.

She will be reporting to me and dotted line to Elisabeth Grimes. **Welcome to the Etech Family Shannon!**

***Morgan Hayter - Account Leader***

Etech has always been committed to its development of its people and building an organization that will support its customer's needs with constant improvement and quality results. Considering the growth & expansion, and the demanding everyday customer requirements, I am proud to announce the following promotion. Please join me us congratulating Morgan Hayter on his promotion to Account Leader. Morgan has earned client's trust and respect by being a key contributor on the program and working daily with lead trainers and special projects for Dustin. I look forward to seeing Morgan continue to grow and help take the campaign program to new heights! In his new role Morgan will report directly to me and will handle internal training/development aspects of the campaign which include the continuation trainers, communications liaisons, content writer and incubation trainers. He will continue to work closely with the lead trainers Richard and Jennifer in 2017.

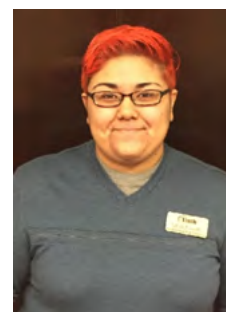
Born in Nacogdoches, Morgan grew up in Austin before returning once again to his hometown and joining the Etech team. After his time as an agent on 3 different campaigns, Morgan moved into the training department and then joined the operations team. In this time Morgan feels blessed to have learned valuable 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 food, music, and tiny motorcycles. Please join me in congratulating Morgan in his new role.

Val Castillo - Assistant Helpdesk Supervisor

It is truly amazing to be a part of an organization that places "valuing people" as one of its core character commitments. It is a blessing to witness the impacts Etech has on its employees, community, and clients. With this in mind, I take great pleasure in announcing the promotion of Val Castillo to the position of Assistant Helpdesk Supervisor.

Val has worked with Etech since 2010. She got her start as an Outbound Telephone Customer Service Representative at the Lufkin center. After developing her skills, she grew into a Bilingual representative, and has since enjoyed success with just about every single possible work an agent can perform within the company (inbound, outbound, chat, sales, customer service, technical support, etc). Val has been a part of several new campaign launches in the Lufkin center, and has been a pivotal part of fulfilling bilingual requirements by lending her experience to the creation of processes and training. Val attended the Aspiring Leader Program and discovered that she had a passion for Servant Leadership. Since then she became a HDR2 and is now taking the first exciting steps in the company as a full-fledged leader.



Val was originally born in Minnesota, and stumbled around the country a bit as a child. She finally arrived in Texas and has been here since then. She grew up in the Lufkin area and spent her youth as she currently spends her free time, by practicing the 3 Rs: Reading, Writing and rocking out! When she's not at work, she is likely following creative pursuits by writing poetry, learning more about music, or enjoying a good Netflix binge. Please join us in welcoming Val to her new position!

Garage Sale/ Talent Showcase Exhibition at Baroda Center

Art is not what you see, but what you make others see - Edgar Degas.

WLB team organized a garage sale at the Baroda center. Everyone was encouraged to come forward and showcase their artistic talent like. People showcased their paintings, sketches, drawings, knitted items, handicrafts, and collections of stamps, toys, coins, currency etc.

The exhibition was held from 24th to 26th January, 2017 which turned out to be a huge hit. We were happy as well as surprised to witness such artistic colleagues.



Kite Flying Festival - A WLB Gandhinagar Initiative

WLB organized the Kite Flying Festival at Etech Gandhinagar, and the chant “KAI PO CHEE” was buzzing all over the ground. Everyone was engaged in a kite flying frenzy. It was exciting being in midst of all these festivities, seeing the kites soar and blanket the crisp winter sky in colorful specs.

The event was just great, and we finished it with a master stroke of impromptu Garba event like we Gujaratis do.



Spandan - Know your Company

Spandan - Know your Company is an initiative by HR Gandhinagar team. Spandan has been designed to align all new joiners closer to the organization. We conducted our first session on January 27. Spandan will be 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.



Organizational Development Session - Inner Engineering - Baroda

"As there is science and technology to create external well being, there is science and technology for inner wellbeing." - Sadhguru

Inner Engineering is an opportunity to engineer an inner transformation that deepens your perception, bringing about a dimensional shift in the very way you look at your life, your work, and the world that you inhabit.

OD sessions on Inner Engineering was conducted which witnessed a great turnover from the team members. All the sessions were really interactive, and the team members were excited to learn about the science of inner wellbeing. Everyone who attended responded in kind and made the session very successful. Various experiences were shared and this helped people understand and implement best practices in their day-to-day life.



Oh the games we play!

Games on the floor have become an integral part of the floor culture here. Participants are pouring in from all the departments, and the enthusiasm is just contagious! Every prize won brings smiles all over.



Republic day at Baroda Center

Etech Baroda celebrated nation's 68th Republic Day with a lot of fun filled activities on the floor. Everyone was dressed in traditional wear to show their support and pride towards the nation





Birthdays in February

Shayvion Hatten	02/01	Nac	Destiny Lankford	02/10	Luf	Danielle Butts	02/18	Dal
Crystal Holbrook	02/01	Rus	Dipti Sheth	02/10	Gan	Kathy Schoubroek	02/18	Luf
Kavitha Nair	02/01	Bar	Kenneth Thompson	02/11	Nac	Hiren Vaddoriya	02/19	Gan
Valerian Sebastian	02/01	Gan	Nicole Arevalo	02/11	Nac	Kalrav Shah	02/19	Gan
Haleigh Dubois	02/01	Nac	Lakia James	02/12	Nac	Rajat Kaul	02/20	Gan
Shantilal Charel	02/01	Gan	Denise Stultz	02/12	Jam	Mayur Ambani	02/21	Gan
Phaedra McManus	02/01	Nac	William McClure	02/12	Luf	Ambria Hawkins	02/21	Dal
Rosalinda Perez	02/02	Luf	Bose Samrat	02/12	Gan	Linda Herren	02/21	Luf
Ashwini Kumar	02/02	Bar	Brandon Shipley	02/13	Rus	Katrina Mcneal	02/21	Nac
Shana Rudd	02/02	Luf	Sindy Martinez	02/13	Nac	Sunilkumar Patel	02/21	Gan
Kenice Stanton	02/02	Nac	Romesh Sutaria	02/13	Bar	Rebecca Davis	02/21	Nac
Yantina Watson	02/02	Nac	Olivie Johnson	02/13	Nac	Amber Sherman	02/21	Luf
Elizabeth Woodson	02/02	Nac	Braden Houston	02/13	Luf	Arthur Humphrey ii	02/21	Nac
Orlando Cobos	02/03	Luf	Ashley Gilstrap	02/13	Dal	Byron Shaw	02/21	Dal
Alexander Poteet	02/03	Luf	Dana Dailey	02/14	Nac	Priya Puri	02/22	Gan
Michael Ramsey	02/03	Pbl	Lacey Dunmore	02/14	Pbl	Terry McMiller	02/22	Nac
Shyam Panicker	02/04	Gan	Troyquisha Mckenzie	02/14	Dal	Amit Vithalani	02/22	Gan
Ariel Mumphery	02/04	Luf	MICHELLE HUTCHINSON	02/14	Nac	Alan Zamarron	02/22	Nac
Jessica White	02/04	Luf	Nency Kadia	02/14	Gan	Rahulkumar Patil	02/22	Gan
Dora Price	02/04	Luf	Niraj Malik	02/15	Gan	Rohit Gawade	02/23	Gan
Zenobia Horn	02/04	Luf	Neel Thakker	02/15	Gan	Lakesia Smith	02/23	Luf
Demond Jackson	02/05	Nac	Vedejah Scroggins	02/15	Rus	Kirstin Sorrells	02/23	Rus
Francis Xavier	02/05	Gan	Chasity Mooney	02/15	Nac	Andrew Eberlan	02/24	Nac
Madan Balakrishnan	02/05	Gan	Taylor Robinson	02/15	Nac	Sharon Adams	02/24	Nac
Sakshi Patanwadiya	02/05	Bar	Yesenia Flores	02/15	Nac	Sheena Molock	02/24	Nac
Leslie Armes	02/06	Luf	George Parapurath	02/15	Bar	Scott Williams	02/24	Luf
GSVV Manikanta Guptha	02/06	Gan	Veronica Chimney	02/15	Nac	Latonya Taylor	02/24	Nac
Tracy Booth	02/06	Rus	Shayne Vales	02/15	Luf	Crystal Hollingsworth	02/24	Nac
Kathryn Roland	02/06	Luf	Amiee Tullis	02/16	Luf	Sunny Tandon	02/25	Bar
Jameel Reed	02/06	Dal	John Cockrell	02/16	Luf	Stephen Trotter	02/25	Luf
Tashana Grant	02/06	Jam	Nita Knight	02/16	Nac	Walter Beathard	02/25	Nac
Robin Wilson	02/07	Luf	Taylor David	02/16	Nac	Amber Hobson	02/26	Nac
BrijendraSingh Champawat	02/07	Gan	Ashley Simms	02/16	Luf	Puneet Intodia	02/26	Gan
Adarsh Sandhir	02/07	Bar	Jamia Rufus	02/16	Nac	Tierny Bailey	02/26	Dal
Raunak Uttamsingh	02/07	Gan	Soyal Shaikh	02/16	Gan	Utsav Shah	02/27	Gan
Ragitha Nair	02/07	Gan	Ravita Atwal	02/16	Gan	Zaheer Bolim	02/27	Gan
Ekta Chhabra	02/07	Bar	Sumana Saha	02/17	Gan	Dominique Fray	02/27	Dal
Ronnielee Harp	02/08	Nac	Sunny Jaiswal	02/17	Gan	Christopher Staudt	02/27	Nac
Gareth Robinson	02/09	Jam	Divya Rawal	02/17	Gan	Bhasker Kacholia	02/27	Gan
Rajkumar Pillai	02/09	Dal	Saket Harsh	02/17	Gan	Whitney Jacobs	02/27	Dal
Kaylea Johnston	02/09	Luf	Suyogsingh Dabhade	02/17	Gan	Geetanjali Barua	02/27	Gan
Keyur Dave	02/09	Bar	Atit Ravalji	02/17	Bar	MD Sohail Mansuri	02/28	Gan
Krutarth Bhatt	02/09	Gan	Amber Hawley	02/18	Luf	Kristy Bullock	02/28	Luf
Veronica Danielson	02/09	Nac	Chandni Shah	02/18	Gan	Timothy Owen	02/28	Nac
Robert Christian	02/10	Bar	Shenise Gill	02/18	Dal	Wesley Adams	02/28	Dal
Dominique Bryan	02/10	Luf	Mark Strange	02/18	Nac	Eugenia Owen	02/28	Nac
						Jagruti Joshi	02/28	Gan
						Paras Gupta	02/29	Gan



Birthdays in March

Devashish Mahawar	03/01	Gan	Varghese T	03/10	Gan	Jessica Renfro	03/19	Luf
Jessica Lauber	03/01	Luf	Manish Nair	03/10	Gan	Megan Strother	03/20	Nac
Shuwanda Williams	03/01	Nac	Ivy Oliver	03/10	Rus	Jessica Richardson	03/20	Nac
Karina Zapata	03/01	Luf	Courtney Gorham	03/11	Luf	Byron Hast	03/20	Nac
Rebeka Allen	03/01	Luf	Karan Khushalani	03/11	Bar	Kumkum Tekwani	03/20	Bar
Stephanie Crain	03/01	Luf	Kanisha Warren	03/11	Dal	Dixit Sadhu	03/21	Gan
Jazmine Mcdonald	03/02	Luf	Tyesha Smith	03/11	Dal	Anil Malviya	03/21	Gan
Prateek Mathure	03/02	Gan	Jakia Daniels	03/11	Nac	Ajay Acharya	03/22	Gan
Erica Mcshan	03/02	Nac	Monalisa Mishra	03/11	Gan	Tyanthony Haskins	03/22	Nac
Jodi Watson	03/03	Rus	Jay Self	03/11	Nac	Anjali Sharma	03/23	Bar
Parth Barot	03/03	Gan	Dezundra Gibson	03/11	Luf	Bennett Mayes	03/23	Nac
Umang Trivedi	03/03	Gan	William Johnson jr.	03/11	Luf	Lakeisha Goolsby	03/23	Pbl
Kimberly Herrera	03/03	Nac	Nicholas Moore	03/11	Nac	Kunal Jha	03/23	Gan
Dhruv Jani	03/03	Gan	Akashkumar Patel	03/12	Bar	Kelly Brown	03/23	Pbl
Vijay Ruparel	03/04	Gan	Rose Jones	03/12	Nac	Benjamin Johnson	03/23	Nac
Latoya Watson	03/04	Dal	Sabrina Rinehart	03/13	Rus	Jonathan Johnson	03/23	Luf
Zia Irfan Shaikh	03/05	Gan	Arun Nayak	03/13	Bar	Giselle Garza	03/25	Nac
Jose Polanco canul	03/05	Luf	Lovina Almedia	03/13	Gan	Dinesh Patil	03/25	Gan
Anudeep Shetty	03/05	Bar	Stephen Darville	03/13	Nac	Shivendra Shaktawat	03/25	Gan
Donna Washington	03/05	Nac	Johnnie Watkins	03/13	Nac	Mandeep Singh	03/25	Gan
Abhijit Deb	03/05	Gan	Makayla Parker	03/13	Nac	Sha'Qualya Galloway	03/26	Dal
Titianice Franklin	03/05	Dal	Steven Ortega	03/13	Luf	Lanisha Turner	03/26	Dal
Katie Glasgow	03/06	Rus	Rosa Parrish	03/14	Nac	David Hamilton	03/26	Nac
Rahulkumar Mehta	03/06	Bar	Rachelle Barnett	03/14	Rus	Selina Layla	03/26	Gan
Mohsin Vhora	03/06	Bar	Joel Asobo	03/14	Jam	Rahul Sikriwal	03/26	Gan
Pamela Mitchell	03/06	Rus	Shaunak Joshi	03/14	Gan	Marilyn Clay	03/27	Luf
Leonta Coleman	03/06	Dal	Chefone Hicks	03/15	Pbl	Kayela Henson	03/27	Nac
John Knight	03/06	Luf	Neha Gusain	03/15	Gan	Brian Heckerorth	03/27	Nac
Madison Golson	03/06	Nac	Rasheed Furlow	03/15	Dal	Avinash Pandey	03/27	Gan
Yash Raval	03/07	Gan	Rahul Chavda	03/16	Gan	Asif Siddiqui	03/27	Gan
Deauna Burt	03/07	Nac	Heta Shah	03/16	Gan	michelle dupree	03/27	Luf
Shatacca Roberts	03/07	Nac	Zachary Calda	03/16	Luf	Binita Vyas	03/27	Bar
CECILY HOLMES	03/07	Pbl	Dagan Gose	03/16	Nac	Donald DuPree	03/27	Luf
Taylor Willett	03/07	Nac	Gay Smith	03/16	Nac	Kimberly Mccary	03/29	Luf
Pooja Pandya	03/08	Gan	Gopakumar Pillai	03/17	Gan	Glenda Clark	03/29	Nac
Emily McMullen	03/08	Nac	Abhinav Kumar Singh	03/17	Gan	Binsu Savsani	03/29	Gan
Douglas Sanchez	03/08	Nac	Priyank Shah	03/17	Gan	Alyssa Brink	03/29	Luf
Kaitlin Ovalle	03/08	Luf	Sydonia Lawson	03/17	Jam	Dana Matney	03/29	Luf
Kelsie Collins	03/08	Nac	Tykiedren Roberts	03/18	Nac	Haley Waller	03/29	Nac
Garland Hawk	03/09	Luf	Shabnam Kuwar	03/18	Bar	Infinittie Taylor	03/29	Dal
David Nix ii	03/09	Nac	Mark Perretta jr.	03/18	Nac	Simone Brown	03/29	Pbl
Ankit Shah	03/09	Gan	Destyni Goforth dickens	03/18	Nac	Hector Lopez jr	03/29	Luf
Raj Mhatre	03/09	Bar	Jesse Rudolph	03/18	Nac	Melanie Altenreid	03/30	Luf
Jasmine White	03/09	Dal	Beverly Bailey	03/18	Jam	Mitesh Karamchandani	03/30	Bar
Yuridiana Gonzalez	03/09	Dal	Jessica Blount	03/18	Rus	Tanisha Conner	03/31	Nac
Nicolette Birch	03/10	Jam	Elisabeth Grimes	03/19	Nac	Lamar Salmon	03/31	Jam
Kendall Henderson	03/10	Dal	Alex Xavier	03/19	Bar	LaToya Wright	03/31	Nac