



EXPERIENCED PEOPLE
INNOVATIVE TECHNOLOGY
REMARKABLE RESULTS

Newsletter

July- August- September 2019





During some quiet time, I've been thinking about and praying for our Etech team members. My thoughts took me to the vision statement- to make a positive difference for each other, our customers and within our communities. I then pondered how this vision could become a reality and I thought about these words of wisdom from one of my favorite business writers, John Maxwell, "**Everything rises and falls on leadership.**"

My hope, determination and prayer is that both Etech overflow with great leaders and members of the team!

Great Leaders who

- choose to come to work each day with a **positive attitude**. That even in the midst of trials & challenges they would look to encourage each other, support each other and give authentically of themselves to each other.
- **value others** by involving them, recognizing them, giving of themselves to them. That they would respect and encourage the person even while in the midst of holding them accountable.
- lead with **integrity**. That they do what they say and say what we do ... all the time. That they would be consistent in how they treated all team members. That they would realize that the ability to influence those around us starts with integrity.
- show **humility**. That they would not gloat of personal accomplishments but that would recognize the accomplishments & contributions of those around. That they would not think less of themselves, but would think of others more often.
- are **courageous**. That they would not retreat or give up in the middle of the battle, but would look for ways to win and have the courage to take risks. That they would have the courage to challenge the status quo with customers and each other, and were never satisfied with being average.
- are great **communicators**. That customers and team members would know how important they are because these leaders communicate consistently, effectively and authentically with them. That communication was over the top!
- understand what it means to be a **team player**. That they would leave titles and egos at the door and embrace being part of team. That they would not look to find weaknesses in each other but that they would recognize, leverage and celebrate each other's strengths.
- hold themselves **accountable** first before earning the right to hold others accountable.
- **adapt** well to change. That they be skilled at finding ways to win by changing the course of action and influencing those around them to embrace the change with them.
- commit to a **life of learning** and investing in themselves knowing that the more knowledgeable and skilled they became, the better WE become. Leaders who look for opportunities to teach, and be taught.
- seek out **creativity and innovation** by enrolling those around them. Who understand that the ideas of all of us together will always been more robust than the ideas one can generate on our own.
- embrace **the vision** to make a remarkable difference. That they understand it, live it and cast it to those they meet each day.

-Matt Rocco
President/CEO

INDEX

#	Title	No.
01	Etech Give Back Program - Adopt A Highway, Nacogdoches	04
02	Etech Give Back Program - Nacogdoches Boys & Girls Club Bingo at Nacogdoches	05
03	College Day at Dallas	06
04	9/11 Remembrance at Lufkin	07
05	Etech Give Back Program - Blood Donation at Rusk!	08
06	Etech Give Back Program - Service Dog for Ellie Bug!	09
07	Theme Week at Nacogdoches	10
08	Rewards and Recognition at Nacogdoches	11
09	Etech Give Back Program - Donations to Child Development Agency, Montego Bay	12
10	Etech Give Back Program - Salvation Army	13
11	Etech Give Back Program - School Supplies to Kindergarten, Montego Bay	14
12	Etech Give Back Program - School Supply Drive at Palm Beach	15
13	Etech Jamaica Book Swap and Back to School Treat!	16
14	Etech Give Back Program - School Supply Drive at Rusk	17
15	Business Day at Montego Bay	18
16	Fun Friday's at Gandhinagar	19
17	Etech Give Back Initiative - United Way Day of Caring at Nacogdoches	20
18	How to Prevent Digital Eye Strain	21
19	Poisonous Plants	22
20	Lufkin Etech Idol!	23
21	Yard Sale at Dallas	24
22	Lufkin Etech Employee Appreciation Theme Week	25
23	Reward and Recognition at Dallas	26
24	Palm Beach Winning Culture Survey	27
25	Movie in the Park at Rusk!	28
26	4th of July Fun Week at Rusk	29
27	Etech Employee Wellness Initiative - Eye checkup Camp at Gandhinagar	30
28	Etech Give Back Initiative - A visit to the Open-Heart Care Center	31
29	Unwind: A WCS Initiative - Games Day at Montego Bay	32
30	Give Back Initiative - Etech, GNR - Notebookonation : 2019	33
31	Coffee with HR at Gandhinagar	34
32	Etech Give Back Initiative - A Visit to the Jalaram Retirement Home	35
33	Announcements	36
34	Etech Give Back Program - Blood Donation Camp at Vadodara	42
35	Etech Employee Wellness Initiative - Yoga at Your Desk, Gandhinagar	43
36	Reward and Recognition at Gandhinagar	44

Etech Give Back Program - Adopt A Highway, Nacogdoches

On August 27th, Nacogdoches employees participated in the Adopt -A-Highway program. It was a hot and sweaty morning, and by the end everyone was exhausted. However, all volunteers showed hard work and dedication making sure all trash was picked up. Thank you to everyone who volunteer!



Tuition Reimbursement Ceremony at Nacogdoches

Etech's Tuition Reimbursement Program was the brain child of our very own, Matt Rocco, back in 2003. On August 23rd Etech Leadership, students and community leaders gathered to celebrate an exciting milestone as we surpassed giving over \$1 million in Tuition Reimbursement. Over the years, we have been honored to be able to invest in our team members, in their education and to help grow their careers. We want to thank our students for working hard to further their education, our leaders for encouraging our students and our communities for all the support. We look forward to seeing our students accomplishments for many years to come.



Etech Give Back Program - Nacogdoches Boys & Girls Club Bingo at Nacogdoches

Many Etech leaders joined together for a night of fun, fundraising, and recognition supporting the Nacogdoches Boys & Girls Club on August 24, 2019. This is just one of the many worthy causes which Etech supports with our time, talent, and treasure.



Etech Talent Development Initiative - Aspiring Leaders, Nacogdoches

On Thursday, Sept 12th, 5 agents graduated the Aspiring Leader program. After weeks of meetings and classes, Karhonda Skinner, Naaman Scott, Austin Rourke, Amelia Sparks, and Devon Handy received their certificate of achievement.



Etech Give Back Program- Donation to the Maple Lawn Elementary School

Etech's Dallas team enthusiastically came forward to contribute school supplies to the students of the Maple Lawn Elementary School. There were priceless smiles on the faces of the students who received their backpack full of school supplies. Our team was content and happy to give away the school essentials to the children and also to spend some quality time with them.



Finding Your Mid Year Motivation By Kat Smith

Now that the year is half over, you may have already forgotten the New Year's resolutions you made back in January to lose weight, get in shape, or make other big strides with your physical fitness. It's common to get into this mid-year slump. Schedules fill up, obligations stack on top of one another, and there just doesn't seem to be time or motivation left to work out. However, you shouldn't give up! Just follow these simple guidelines for [rekindling your motivation to exercise](#).

Restructure Your Goals

Whether your goal is to lose 50 pounds or tack on 10 pounds of muscle mass, it's not going to happen overnight. Therefore, you will want to have micro-goals that you can accomplish much faster. For example, you might aim to lose 2-3 pounds this week. Accountability is another important factor. If you aren't making a habit to get on the scale once per week, it's much easier to slack off on your exercise goals.

Revisit Your Motivating Factors

If you are having trouble sticking to your goals, think back on the reasons you set them. You may have a health condition like type 2 diabetes, which can be improved with regular exercise. Alternatively, you might be striving to get to a certain level of fitness before a significant birthday. If factors that were once motivating you aren't doing it now, then think about some other reasons that you want to get in shape. For example, shift the focus from gaining a bikini body to becoming your healthiest self.

Redefine Success

Shifting your motivation and breaking down your goals may have you redefining success. For example, you could start tracking how many reps of a certain exercise you can perform rather than thinking only about how many pounds you've lost.

If demotivation is a chronic problem, it may be helpful to check in with a therapist to assess your stress management and mental wellness. MeMD offers convenient, [web-based behavioral health services](#), so you can speak with a therapist when it suits you.

College Day at Dallas



Tuition Reimbursement Ceremony at Dallas



9/11 Remembrance at Lufkin

Lufkin Etech took time out of the day to remember the event that took place on 09/11/01. All employees were invited to meet for a prayer and a moment of silence.



Tuition Reimbursement Party at Lufkin

Congratulations to the employees who received their tuition Reimbursement!



September Theme Week at Lufkin

The week of September the 16th, Lufkin Etech had a Theme Week. It was titled "Show your True Colors". There was a different color to wear each day. Tuesday was Black, Wednesday was Yellow, Thursday was Blue and Friday was Orange.



Etech Talent Development Initiative - Aspiring Leader Graduates

Rusk celebrated 2 graduates from Aspiring Leader and one graduate from the Aspiring Leader Plus. Rachael Murphy and Jessica Donnelly completed the required coursework and received certificates of completion for Aspiring Leader. Charlotte Rasmussen completed the required coursework and received a certificate for Aspiring Leader Plus. Congratulations!



Etech Give Back Program – Blood Donation at Rusk!

On September 4th, Carter Bloodcare visited Rusk to receive donations from the community. Etech employees were happy to give blood and save lives!



Labor Day Celebration at Rusk!

To celebrate Labor Day, the Rusk center held a pizza party for employees!



Etech Give Back Program – Service Dog for Ellie Bug!

The funds collected during July and August for the purchase of a service dog for a local child were given to the family of the child by WCSTF Member Amanda Ebanetz.



September 11 Remembrance at Rusk

To remember the events that took place on 9/11/2001, the Rusk center held the remembrance ceremony for agents and leaders to attend.



Fun Day Friday at Nacogdoches

Etech held a Fun Day Friday for all the employees from on Aug 9th Agents got to Dunk-a-leader. It was a fun filled day that included a hot dog sale as well as popcorn and lemonade.



Theme Week at Nacogdoches

Etech Nacogdoches enjoyed the Summer Theme week from August 4th - 9th. Employees brought to life awesome ideas from dressing up in their favorite decade, wearing Tie Dye shirts, favorite jerseys showing off school spirit, and ending the week with the ugly T-shirt contest.



Rewards and Recognition at Nacogdoches

Etech Nacogdoches employees hosted a Rewards & Recognition event on August 2nd. Employees had a chance to relax while enjoying some tasty food! They also played games for a chance to win an array of prizes including TVs, Fitbits, and kitchen appliances. Congrats to everyone who was able to be a part of this amazing event.



Welcome to Etech at Dallas

HR hosted a welcoming reception for the new hires J'maris Dixon (Sales Coach), Destinee Cross (Receptionist) Katravia Anderson (Receptionist). Leaders from across all departments came and introduced themselves and welcome them to Etech. We got to know each other, listened to some music and had a pizza party.



Etech Employee Appreciation Program – Donut Day at Dallas

WCTF presents an Employee Appreciation Day with donuts for all employees. We were able to raise money during our fundraisers to fund the event.

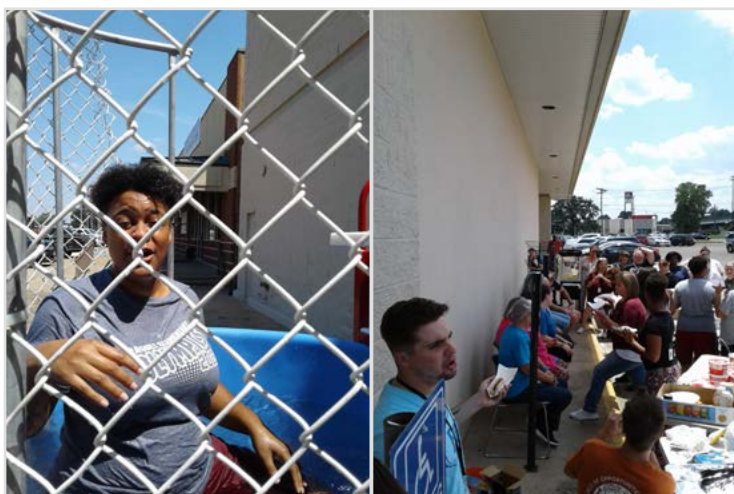


Spring Tuition Reimbursement at Dallas



Lufkin Etech Fun Day

On July 26th, Lufkin Etech hosted Etech Fun Day! It started at 11:00am and went on into the afternoon. To start out Fun Day Chris Green, our Assistant Director, got dunked in the dunking booth! Following him was our HR Manager Sharmion Quarles and many other leaders. There were hotdogs, popcorn, snacks and drinks for all Etech employees.



Theme Week at Lufkin

The week of July 22nd Lufkin Etech had Theme Days! Tuesday was Bling or Cha Ching day, Wednesday was What Kind of Star are you, Thursday was What Kind of Fan are you, and Friday was Hat Day. This theme week lead up to our Etech Fun Day!



Etech Give Back Program – Donations to Child Development Agency, Montego Bay

On August 29, 2019, Etech Global Services donated clothing, footwear, and toiletries to the Child Development Agency in the city of Montego Bay, Saint James, Jamaica.

They were very grateful and expressed great appreciation. We love to give back to make a remarkable difference for our people and in our communities.



Etech Give Back Program – Salvation Army



Etech Give Back Program – Paper Flowers for Nursing Home, Rusk

During the months of July and August, the Rusk center made paper flowers and vases to brighten the local nursing home. These flowers were delivered to the local nursing home at the end of August.



Pie Your Leader Raffle!

The month of July Lufkin Etech had a Pie your Manager Raffle. You could purchase a raffle ticket for \$1 for the chance to pie your manager. Or you could purchase a guaranteed chance to pie your leader for \$10. It was hilarious to see these managers get pied in the face, and all the money raised went towards Etech Fun Day!



Going Away Party at Palm Beach

The Palm Beach team hosted a party to wish Julissa Hernandez (Outgoing HR Manager) good luck in her new role as HR Manager for Creative Choice/Amrit.



Etech Give Back Program – School Supplies to Kindergarten, Montego Bay



For the month of June Etech Jamaica received a plaque from a Pre-School, Kindergarten and Afterschool Care for Outstanding Community Service.

We love to give back and so we presented a gift box of school supplies to the Principal of a kindergarten in the city of Montego Bay for the

month of July.

It was received with great appreciation and gratitude.

We are committed to give back as we make a remarkable difference for our people and in our communities.



Unique Boutique Shopping Spree!

Christmas came early as the Palm Beach team enjoyed receiving their UB purchases.



Oliver Grandez (HR Manager) and Michael Ramsey made a special delivery for Shantale Brother.



Oliver Grandez (HR manager) and Michael Ramsey surprised Jaqueline Hoffenden with her delivery.



Michael Ramsey delivered to Tabitha Brown.

Etech Give Back Program - School Supply Drive at Palm Beach

For the 2019-2020 school year, the Palm Beach team donated school supplies which were later delivered to Lake Park Elementary. Pictured above is Michelle Fleming (Principal of Lake Park) and our HR Manager, Oliver Grandez. Great Job everybody.



Etech Jamaica Book Swap and Back to School Treat!

"Do you have text books that you no longer need, but are still in good condition? You may be able to save some money by swapping books with other team members on August 19, 2019!"

On August 19, 2019, the afternoon was filled with great excitement as **ETECH Jamaica Center** hosted our first and ever **Book Swap and Back to school treat**. The team started packaging and set up approximately 10am. They packaged a total of 100 bag packs to include books, pens, pencils, ruler, rubber, sharpener, school bags, compass set, lunch kits, water bottles, shoe polish, school glues, coloring books, crayons, and much more school supplies. At 3pm, the team started to hand out bag pack to each parent. All parent that participated as well as other team members that were not parents, truly understood the characteristics of ETECH involving making a remarkable difference for our people, teamwork, valuing people and creativity as they were dealt with such enthusiasm and respect. Everyone enjoyed the event and commended the team and company effort.



Etech Give Back Program - School Supply Drive at Rusk

For the 2019-2020 school year, the Tree of Promise, located in Rusk, partnered with local businesses to present the “More than a Backpack” giveaway. Not only was Etech a sponsor for this event, employees along with their families, volunteered to pass out the donated school supplies on August 12th. Volunteers included Jessie Williams and family, Courtney Powers and family, and Katie Streetman.



Chambers Smokehouse BBQ Food Truck at Rusk!

The Rusk Center was delighted to host Chambers Smokehouse on Friday, August 16th. Etech employees, along with the Rusk community, enjoyed the delicious food. Thank you to Brandon Chambers and Chambers Smokehouse for serving Rusk!



Business Day at Montego Bay

July's Business day was motivated by this quote, **"Without continual growth and progress, such words as improvement, achievement, and success have no meaning."** (Benjamin Franklin) It is with these words in mind, Etech team came out in their numbers to discuss with businesses present. The proceedings started at 11 am and ended approximately at 3 pm. The report was that they enjoyed the day, both employees and external businesses. The pictures displayed says the rest of the thousand words.



HSBC Credit Card Desk at Gandhinagar

Etech in partnership with **HSBC bank** organized Credit Card facilitation event and fun activities for all Etech employees on August 13.



Fun Friday's at Gandhinagar



SPECIAL DAY! Big Day!

Please join us in wishing our very own, DILIP BAROT, a very happy birthday!

Dilip – wishing you a very happy birthday and year filled with great health, fond memories and AMRIT success! Thank you for all you do for so many. You are a blessing! Many more to come!



Etech Give Back Initiative - United Way Day of Caring at Nacogdoches

In honor of the United Way Day of Caring, we were chosen to host a collection pot for the organization Glory Gang! The Glory Gang is a non-profit outreach program dedicated to helping at-risk children, ages 3 to 12 in Nacogdoches County. The ministry helps meet this community's most basic and greatest need and equipping children as they face various circumstances in life.

In order to raise money for the ministry, Etech hosted a two-day fundraiser selling nachos to our employees. All the proceeds raised were used to purchase the items ministry needed such as: large boxes of chips, aluminum foil pans, bubblegum buckets, and more. Below is a picture of our drop-off.

Our Day of Caring was very successful and a great example of Etech's Corporate Social Responsibility in action. Thanks to Chan Haymon for championing this project for the Nacogdoches Center.



Theme Week at Nacogdoches

Etech Nacogdoches held an employee appreciation theme week for the week of July 1 – July 5. The theme days included sunshades day, crazy hair/crazy sock day, red/white/blue day, hat day, and Hawaiian gear day. Employees also got to relax and enjoy each other's company over hot dogs! Thank you to everyone that participated in theme week!



How to Prevent Digital Eye Strain

It's undeniably true that the right eyewear can improve employee productivity. Research shows that many workers complain of headaches, eye strain, and blurred vision on the job, which could be a result from the blue light emanating from their digital devices. As many as 2 in 3 American adults experience digital eye strain symptoms from using a digital device¹. Anti-reflective lens coatings that reduce blue light are an important part of the solution to this issue, and one that most employees are eager to avail themselves of – 80% of employees with anti-reflective coating coverage in their vision plan take advantage of it².

Many people experiencing digital eye strain don't realize the source of their discomfort. Here are the clearest signs of digital eye strain, and tips to share with employees about preventing them.

How to Spot Digital Eye Strain

1. Headaches
2. Eye fatigue
3. Dry eyes
4. Eye irritation, itchiness, and burning
5. Blurred vision
6. Double vision
7. Light sensitivity

8 Ways to Combat Digital Eye Strain

1. Regular Eye Exams-Remind employees to schedule regular eye exams so their prescriptions are up to date.
2. Kill Glare with Anti-Reflective Lens Coatings- Glare from the blue light emanating from digital devices can cause squinting and headaches. Covering employees for TechShield Anti-Reflective Coatings, including TechShield Blue that reduces their blue light exposure, can help.
3. Control Light Levels-Adjust the brightness levels and the contrast on individual monitors, and consider investing in anti-glare coverings for screens.
4. Take Breaks and Shift Focus-Maintaining a fixed focal distance for hours on end can produce strain. Advise employees to rest their eyes occasionally, and make sure to shift focus when they do. The Mayo Clinic is one of many health advocacy groups that recommend the 20-20-20 rule: Every 20 minutes, look at something 20 feet away for at least 20 seconds.
5. Encourage Blinking-People blink less often when working at a computer, which is bad for the eyes. There's a gland in the eyelid that releases an oil whenever people blink, and that oil helps keep the moisture that covers the eye from evaporating. Recommend that employees do a few hard blinks whenever they're downloading a file or hitting send on an email.
6. Offer Artificial Tears-It makes sense to make analgesics available for when employees get headaches. It also makes sense to have over-the-counter lubricating eye drops available to reduce the symptoms of eye strain. Single-use vials are the best option for a workplace.
7. Position Monitors Properly-Ideally, a worker's eyes should be level with the top of their screen, and it should be an arm's length away from them.
8. Make Type Bigger-Computers allow us to fine-tune the size that type appears on their monitor. Discourage employees from opting for tiny type display in an effort to cram more stuff on-screen.

Poisonous Plants

When the summer weather beckons you outside to go for a hike, play at the park, or take part in any other outdoor activities, your fun can quickly come to an end after coming into contact with poisonous plants like poison ivy, poison oak, and sumac. Each of these plants can cause an itchy, blistering rash that will cause irritation for several days or even up to a week. That's because they all contain an incredibly common allergen called urushiol. While it isn't poison, this oil can easily be transferred to the skin after touching any part of a poisonous plant, and worse yet – it's an allergy trigger for about 85% of the population. Which means, any type of contact is likely to cause a rash on your skin.

Identifying Poisonous Plants

The first step in protecting yourself and your family from poison oak, poison ivy, and sumac is knowing where to find these plants and what they look like. Some trails and natural areas may offer warnings that poisonous plants are in the area. However, more often you will be left using your nature skills to identify these irritating plants. 8 Ways to Combat Digital Eye Strain



Poison Ivy

Poison ivy is by far the most common poisonous plant in the U.S. It is found in nearly all areas of the United States except Hawaii and Alaska. It may appear in vines or small shrubs and is distinguished by glossy, pointed leaves. Each leaf has three jagged or smooth leaflets, and they change color with the seasons. In summer, they are green and may have small white or yellowish flowers and berries.

Poison Oak

You may encounter poison oak in the southern states, as well as on the east and west coast. The fuzzy green leaves of poison oak tend to grow in clusters of 3, but some clusters may contain more leaves depending on the specific plant variety. Poison oak grows in long vines and tall clumps in western states and in low shrubs in the southeast.



Sumac

You may encounter poison oak in the southern states, as well as on the east and west coast. The fuzzy green leaves of poison oak tend to grow in clusters of 3, but some clusters may contain more leaves depending on the specific plant variety. Poison oak grows in long vines and tall clumps in western states and in low shrubs in the southeast.

Avoiding Contact

Avoiding plants containing urushiol can be more difficult than you might assume. While you may be savvy enough not to touch these plants directly, you may encounter urushiol oil on gardening tools, pet fur, and other surfaces that have been outside. In fact, urushiol can live on surfaces for up to 5 years, so you should be diligent about washing all clothing and tools in hot water and soap after they've been outdoors in areas where poison plants are common.

Pets are not likely to experience an allergic reaction to urushiol, but they can still cause secondary irritation if they come into contact with certain plants. Therefore, you may need to wipe down your pet's coat or give him a bath after each hike or family camping trip.

Finally, do not ever burn any part of a poison oak, sumac, or poison ivy plant. When burned, urushiol can irritate the skin and get into the lungs, causing a severe allergic reaction that makes it hard to breathe.

Caring for Irritated Skin

Sometimes, it's impossible to avoid contact with poison ivy and similar plants. When this happens, you will notice an intensely itchy rash, often with blisters that form in a straight line. In these cases, washing the affected area thoroughly is essential—otherwise, the rash can spread quickly. If running water and soap aren't handy, clean the area with an alcohol wipe from your first aid kit. Anti-itch lotions can reduce irritation, and antihistamine allergy medications can reduce the allergic reaction and manage inflammation. If the rash persists for more than a week or appears to be spreading or becoming infected, [schedule a visit to your doctor](#).

For help managing summer hazards from poisonous plants to [food poisoning](#), you can count on MeMD. We will help you [connect with a medical provider anywhere](#) you have an internet connection, so you can always handle unexpected injuries and illnesses.

Lufkin Etech Idol!

On June 27th, Lufkin Etech presented Etech Idol. We had many talented performers showcase their talents. Who knew so many amazing singers were right here in our own center? First place was Raven Lynch, 2nd place was Rick Holmes and 3rd place was Valencia Johnson. Congratulations to these performers!



Lufkin Etech Lunch Special – An Employee Appreciation Initiative

On Friday, July 12th, Lufkin Etech had a Lunch Special. We sold hot Frito Pies for \$3 each! They were amazing and sold out fast! We sold lunch to raise money for our Fun Day that is fast approaching!



Lighten Up Etech at Lufkin



4th of July - Red White & Blue Day at Dallas



Yard Sale at Dallas



Lufkin Etech Employee Appreciation Theme Week

The week of July 1st, Lufkin Etech had a theme week! Monday was Sunglasses Day, Tuesday was Crazy Hair and socks, Wednesday was Hat Day, Thursday was Red, White and Blue Day, and Friday was Hawaiian Dress day.



Lufkin Etech Pie in the Face

Lufkin Wireless Team had a competition to pie their manager in the face! Each manager had a jar with their face on it. When agents made sales, they were able to get tickets to drop in the jar of the manager they wanted to pie. When the competition was over, each jar had a ticket drawn out, and that agent was able to throw the pie at their manager!



Reward and Recognition at Dallas



Etech Idol at Palm Beach

Palm Beach held its annual Etech Idol. We were all treated to some great acts as our team members performed for the center. Palm Beach Etech Idol's opening act was the Amrit team.



Q2 Rewards and Recognition at Rusk

To celebrate the accomplishments of the Rusk center during Q2, the Unique Boutique team hosted a Red, White, and Blue Rewards and Recognition celebration. Employees enjoyed good food, fun games, and received much deserved recognition!



Not to be outdone, Palm Beach had their National Selfie Day



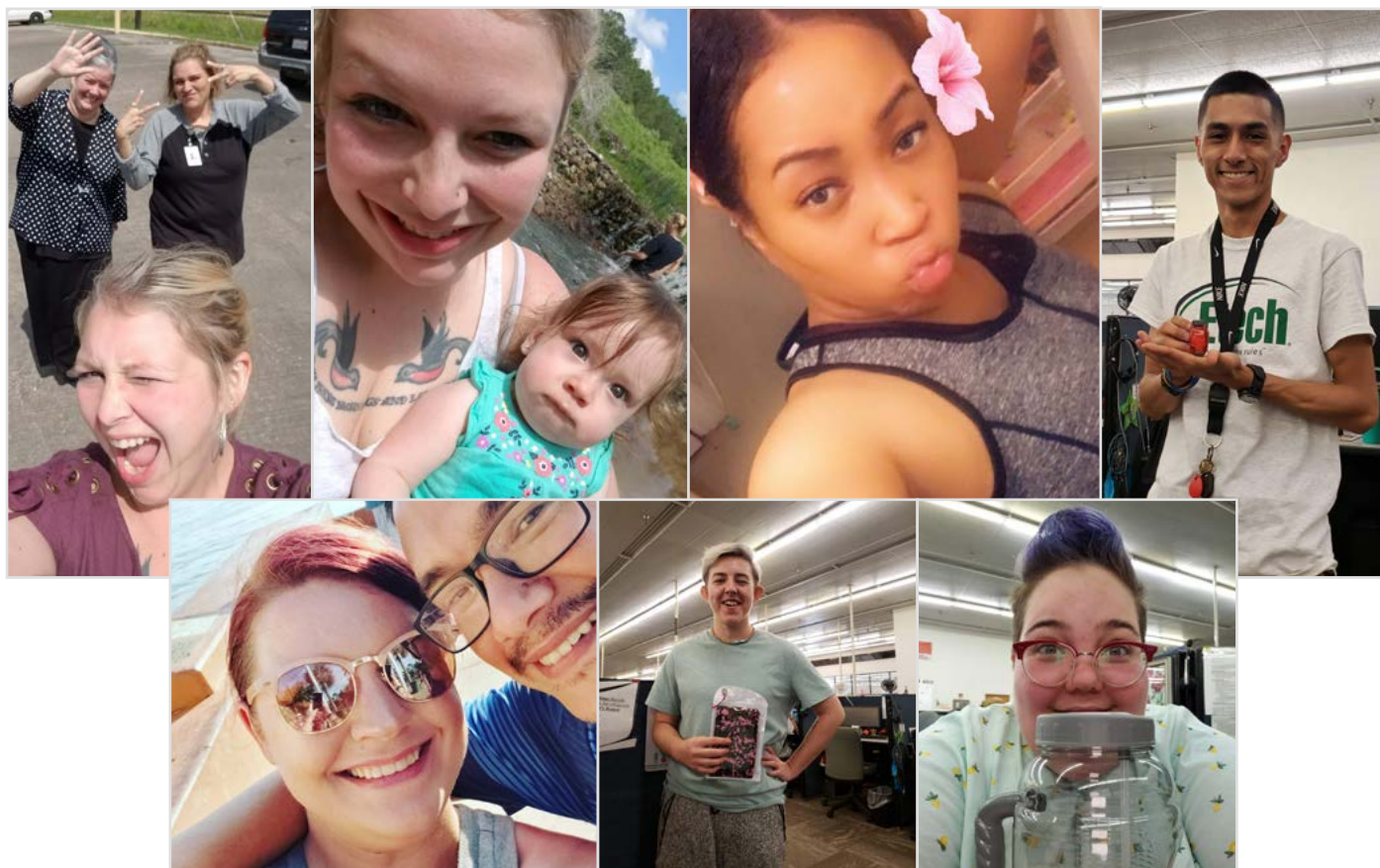
Palm Beach Winning Culture Survey

Palm Beach Winning Culture Survey Task Force which consists of Hector McCrae, Mike Ramsey, Jacqueline Hoffenden and our new HR Mgr. Oliver Grandez met to work on new initiatives for the coming months.



Walk Across Texas Challenge at Lufkin

Between May 5th and June 30th, 22 people from the Lufkin center participated in the Etech wide Walk Across Texas Challenge. Here are a few pictures of some of the weekly challenge winners and activity selfies that were turned in during the 8 week challenge.



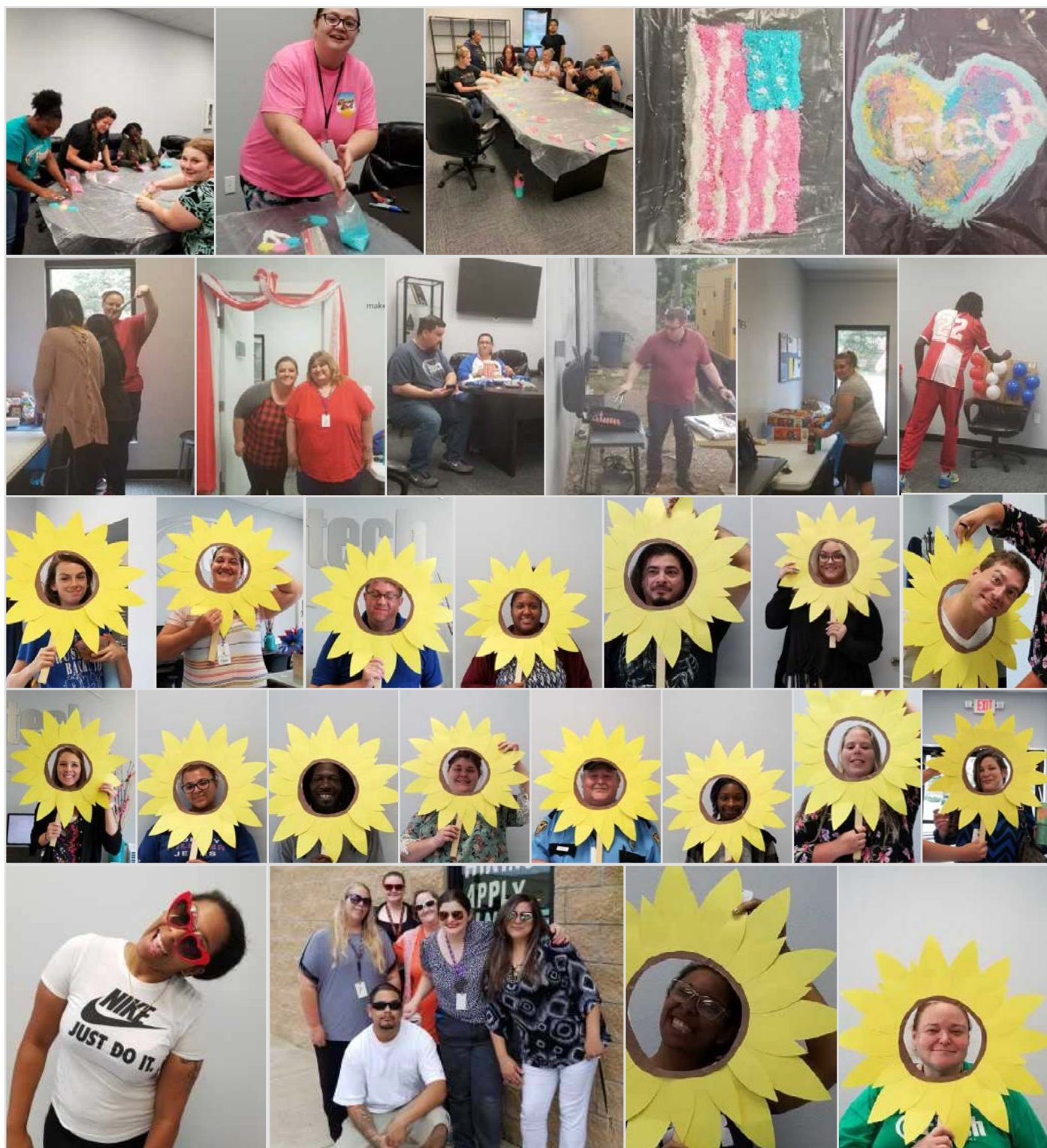
Movie in the Park at Rusk!

In July, the Rusk center showed a movie, Ralph breaks the Internet, for employees and their guests in Plyler Memorial Park. Hot dogs, chips, and drinks were bought and enjoyed along with the movie. Thank you to Plyler Memorial Park for allowing us to use the park, and Charlotte Rasmussen for providing the movie and equipment!



4th of July Fun Week at Rusk

To celebrate the 4th of July, the Rusk center held a Summer Fun Week. We played in the sand, took photos with a sunflower, wore sunglasses, Red, White, and Blue and flip flops to celebrate! On the 4th, employees enjoyed hot dogs, chips, and treats along with fun games!



Danny Garrett 11yr Anniversary at Palm Beach

Palm Beach's Mike Ramsey and Oliver Grandez recognized Danny Garrett for his 11 years of service with Etech. Congratulations Danny and thank you for all of your contributions to the Etech family.



Reward and Recognition at Palm Beach

Palm beach Center Tabitha being recognized as "Top Performer" for the Second Quarter by Mike Ramsey (Ops Site Leader) and Julissa Hernandez (HR Mgr).



Etech Employee Wellness Initiative - Eye checkup Camp at Gandhinagar

As a part of Etech Wellness Initiative Gandhinagar's HR team organized an eye checkup camp in partnerships with a leading eyewear company Titan Eye.

They helped Etech employee with:

- Vision screening
- Ultrasonic cleaning of spectacle
- Changing nose pads
- Alignment and replacing screws or any other available part if required

Everyone was happy to have these kind of services available right within Etech and took some time out to get their eyes checked and repair their spectacles if needed.



Business Day at Montego Bay



The entire Palm Beach Center sang a great rendition of “Happy birthday” to our Brunette Joseph



Etech Give Back Initiative – A visit to the Open-Heart Care Center

Employees of Etech Global Services visited the Open-Heart Care Center (Home of the Homeless) where we donated toiletries, laundry detergent, and canned food items that we collected in our essentials collection drive for the month of June.

We were happy to make this donation for a worthy cause.



Palm Beach Center sends birthday wishes to Ivan Martinez. Enjoy your day!



Unwind: A WCS Initiative - Games Day at Montego Bay

On July 20, 2019, The WCS Taskforce of Etech Jamaica Hosted a center games day. Employee played dominoes, cards, draft, and ludo from 1pm to 4pm and enjoyed sandwiches and juice.

Leaders and agents were very pleased about this initiative as it helps them unwind and go back to work with a fresh mind.



March- May Rewards & Recognition at Montego Bay

On June 27, 2019 HR Jamaica hosted their first off site Quarterly Rewards and Recognition. These were flamboyant, and blissful 2 hours. The agents that were nominated were invited personally to the event. They were given an invitation along with a menu card and were asked to save the date.

23 Agents attended the ceremony. They were intrigued by this new initiative. We took them to Jamaica's best Jerk and Sea Food place called Texas Jerk & Seafood. The employees left feeling appreciated and motivated.



Give Back Initiative - Etech, GNR - Notebookonation : 2019

Education has a great significance in one's life. Education is a vital component for any nation. Education gives people the skills they need to help themselves to come out of poverty and march towards prosperity. Education is a right, but we all know, the affordability is a challenge. There are many, those who would like to study and pursue their education, but they drop out owing to their financial shortcomings.

Understanding the importance of education and how it can shape life, maybe changing the scope of entire family and generations to come, Etech Gandhinagar's Community Action Team with its continued pledge to support the children willing, interested, and craving for education, initiated a Notebook Donation drive. Collection boxes were placed on the Etech First Floor and Third Floor offices, and the team requested the leaders to encourage the Team Members to come forward and donate for this noble cause.

Etech Gandhinagar team member's response was overwhelming for this community activity. The overall collection was INR 17000/-. This contribution has been indeed noteworthy. CAT Members purchased 610 Fullscape Notebooks and 100 Ball Pens and distributed to the children of Mansi Mahila Mandal. Etech has been associated with Mansi Mahila Mandal for the past few years. Mansi provides employment to the ladies of underprivileged and poor families. These ladies work as household support workers and in schools as child care support staff. At the beginning of each academic year, books and stationery are required for their children, and this is something they have had issues in the past, but no more. Every year Etech donates notebooks for the children associated with Mansi. This support is a great help in terms of the notebooks for the children studying in school.



Coffee with HR at Gandhinagar



Etech Employee Wellness initiative – Dental Camp at Gandhinagar

A Dental Camp in partnership with Sabka Dentist was successfully completed at Gandhinagar on July 5, 2019.



Etech Give Back Initiative – A Visit to the Jalaram Retirement Home

CSR team Vadodara visited “Jalaram Center” at Nizampura area - Vadodara. Visiting the Jalaram Center (home for those upper in age) was our longtime desire. This home is managed by the Premdas Jalaram Hospital. The CSR team served and sponsored food and spent some quality time with everyone. Etech appreciates the efforts of the CSR team and all employees who are going above and beyond to make a Remarkable Difference.



Announcements

Jignesh Joshi - Team Leader

Jignesh joined Etech on June 14th, 2016 as an Online Chat Representative. During his tenure as an OCR he showed great understanding and learning skills. Considering his performance, he was enrolled for ASMP program and through an IIP he was promoted to the post of Assistant Sales Coach in July 2017. He has always been adaptable to change and dedicated towards the roles and responsibilities handed over to him. He has strived to perform well and has exceeded the expectations throughout his association with Etech. During his tenure as Assistant Sales Coach, he displayed adaptability by facilitating training for various New Hire training batches



Jignesh has an experience of 9 years in International BPO in Voice & Non-Voice campaigns. He holds a bachelor's degree in ARTS (Sociology). Apart from spending his spare time with his family and friends he also likes to listen to music and watch English movies and TV series.



Jacqueline Ambrose - Assistant Team Leader

Jacqueline Ambrose has been a part of Etech family since May 2010. She began her Etech journey as an Online Chat Representative. Since then, she has worked with several key C2C programs.

Jacqueline holds a bachelor's degree in ARTS (English Literature). She is a fun-loving person and in her spare time she loves to spend time with her "Romeo" and try her hands on preparing new cuisines. She likes working out in the gym as she believes fitness is the mantra to healthy life.

Shivendra Shaktawat - Assistant Sales Leaders

Shivendra Shaktawat joined Etech in October 2013 as an Online Chat Representative. He believes in teamwork and prefers to stay calm in tough situations. His commitment towards his work has helped him to win numerous accolades during his tenure. Moreover, his keen understanding of the product allows him to help team members when they face difficult chat scenarios. He holds a Bachelor's degree in Business Management and wants to utilize his expertise in taking the campaign to the next level.

He has a handsome 3-year-old son - Lakshyapratap Singh and he loves to play cricket with him. His hobbies include streaming content on Netflix and spending time with his family.



Sakir Mohammed - Assistant Sales Leaders

Sakir Mohammed joined Etech in Feb 2017 as an Online Chat Representative. He is curious by nature and likes to take on new challenges. His enthusiasm and ability to deliver consistent results have helped him to grow as an Asst. Sales Leader. He loves to walk the extra mile for ensuring his team's success and he aspires to establish himself as a remarkable leader. He is currently pursuing his Bachelor of Commerce from Samarpan Science & Commerce college.

He is an avid gamer and foodie. Moreover, he loves to consume content on Netflix when he has spare time. Mobile legends is one of his favorites and he hardly misses an opportunity to try his hands on this game.

Sunny Shah - Assistant Sales Leaders

Sunny Shah joined Etech in April, 2014 as a QA for Etech Insights team. He wanted to make a difference and establish himself as a consistent performer when he moved to Operations. Due to his hard work & sharp focus, he was able to deliver consistent results during his tenure as a Customer Experience Specialist. He believes that there is no substitute for hard work and he tries to live by our twelve character commitments every day.

He is a big-time fan of superbikes and he loves to play online games. If he is on break, he can be found playing Mobile Legends on his cell phone. He wants to undertake a trip to Leh-Ladakh & Bhutan on an off-road bike. Moreover, he dreams to purchase a Superbike (Suzuki Hayabusa) in future!





Parth Patel - Assistant Sales Leaders

Parth Patel joined Etech in June 2017 as an Online Chat Representative. His confidence and never-ending passion towards his work helped him to grow as a leader within a couple of years. He believes that we can succeed as leaders only if we groom our teams effectively. His mantra has helped him to score multiple top team awards and his team looks up to him for guidance on professional as well as personal matters!

He holds a bachelor's degree in Commerce & loves to play cricket. He is a big Fan of Virat Kohli & Yuvraj Singh. His hobbies also include music, playing online games and spending quality time with his family & friends.

Rohit Jadhav - Asst. Network Administrator

Rohit carries over 1.5 years of experience in System integration and over 2 years of experience in core IT network industry with prominent organizations like HCL, Sify Technologies Ltd. where he worked in different roles such as customer service & FMS Engineer to handle the client's network. In his most recent job with a startup, apart from heading the Network Operations department, he closely worked as the team lead to improve support for client.

Rohit maintains his CCNA certification in addition to graduating with his BTECH (E&C) from Rajasthan Technical University Kota. While not at work, Rohit likes to go to the gym, play outdoor sports, and watch stock news. He is a food lover who always enjoys different cuisines, but Mughlai food is his all-time favorite.



Keyur Surani - Project Leader

He joined Etech as Jr. Developer in ETS department in July 2012. He then was promoted as Developer in Apr 2013, as Sr. Developer in July 2015 and as a Lead Developer in July 2017. He has successfully handled development for many key external campaigns. He is very passionate and result oriented. Keyur has his master's in computer science from Gujarat University. He loves traveling, explores and collect new technological gadgets, watching cricket and enjoy spending time with family as a leisure activity.

Vijay Kumar Vishwakarma - QA Lead

Vijay joined Etech in 2013. He has played an Important role in QA department since he joined. He is result-oriented and passionate about the work he is doing.

Overall he is having more than 14 years of experience in software QA. In this duration, he worked on Web apps, Mobile apps and desktop apps in different domains.

He holds a degree in Bachelors of Technology (E&C). He loves spending time with his family.



J'Maris Dixon - Assistant Team Leader

It is with great pleasure we announce the hiring of a new leader in Dallas. J'Maris holds a Bachelor Degree in Education Studies from the University of Ashford in San Diego California. J'Maris considers himself to be an amazing person with teamwork and leadership qualities. J'Maris has a sales management background with more than 15 years of experience. He prides himself on being an honest man with high accountability aspirations. In his time of leisure he enjoys: golfing, writing inspirational quotes, watching the Dallas Cowboys win, and spending lots of time with his family. J'Maris has a lovely wife of 17 years and they have two beautiful daughters ages 14 & 11. One of J'Maris's

favorite quotes he has written is, "The problem with growth is one's inability to evaluate self with listening ears." J'Maris's goals and aspirations for the future are to become more involve with community activities; and become an even better leader.

Candice - Employment Coordinator, Nacogdoches

Candice has a background in property management, and has worked in a variety of administrative positions, and brings unique experience to her new role in Recruiting. She prides herself on being outgoing, talkative, and loves meeting new people. Outside of work, Candice enjoys attending and watching sporting events, and loves cooking. Candice enjoys spending time with her husband, and proudly supporting her 2 children, Sydney and Tyler, as they thrive as a Nacogdoches HS cheerleader, and a first-year college student!

Durgesh Dulera – Lead Developer

Durgesh has been working with Etech since August 2013. He started his carrier in Etech as Sr.Developer for software campaign development then he moved to product development - QEval and from then he played a very crucial role in QEval development.

He has 10+ years of experience in building software using the .Net framework. During this period he has developed various types of software for QEval and QEval clients like windows service, WCF services, ASP.NET web applications (MVC), Dashboards etc. He has completed a Master of computer application from Gujarat University.

In his free time, he likes to work out in the gym, listen to music, and hang out with his beloved wife khyati and son krishiv.



Dhruv Jani – Lead Developer

Dhruv joined Etech in November 2016 as a Senior Developer in Software Product Development team - QEval.

His deep technical knowledge, dedication, and commitment are major factors that have helped lead him on his growth within the organization; including being a Lead Developer of QEval. He has 7+ years of experience, He has played an important role in the development of QEval and making this platform robust. He has completed Master in IT from Saurashtra University.

In his free time, he likes playing Carom, Table Tennis & hangs out with family and friends. He loves spending time with his wife Sapana and daughter Aarvi.

Suraj Ghoshi – Lead Developer

Suraj joined Etech in 2016 as a Developer and then promoted to Senior Developer in Software Product Development Team. He has worked on both the products ICE Chat – Email & QEval and of course not to miss about speech Analytics Etech's one of the promising project .

He is highly skilled in technologies and programing languages such as .net MVC, node js, socket.io, Javascript, Angular, C# and many more.

He is humble and ready to accept any challenges. He loves exploring new technologies. His hobbies are cricket and watching movies and spending time with his little master Revant.



Chirag Thakar – Lead Developer

Chirag joined Etech in 2017 as a Developer and then promoted to Senior Developer in Software Product Development Team.

He is working on ICE Chat, Email, and other applications as well. He is Enthusiast, hardworking and excellent in programming technologies such as .net MVC, node js, socket.io, javascript, Angular, C# and many more. Attitude traits have helped him grow to this new opportunity

He is a diehard fan of cricket, fun-loving and enjoys time with family. Currently leading the most innovative project along with his leader which is very demanding in Market-ChatBot.

Prapa Acharya – Lead Developer

Prapa has joined Etech as Sr.Software developer in Jan 2014. Prapa is handling all India Payroll Applications for last 5 years. Her flexibility and dedication in ensuring that the salary gets processed on time is something we cannot describe in words. It's truly remarkable. She is regularly releasing/developing new features and utilities which are beneficial for India Payroll Process. Online salary slip, other payroll-related notifications, Vadodara automated attendance process are few of her noteworthy achievements. She is also taking care of PCI India application.

She has a degree of M.SC(It) - master's in computer science and technology with distinction from K.S School of Business Management.

She likes shopping, dancing and listening to music.





Mahesh Gareja – Senior Developer

Mahesh joined Etech in 2017 as a Developer in Software Product Development Team.

He has done Bachelor of Technology. He is working on ICE Chat, Email and other applications as well. He is Enthusiast, hardworking and excellent in programming technologies such as .net MVC, javascript, Angular, node js, socket.io, javascript, Angular, C# and many more.

Currently working on one of the good project ICE Mobile Application for Android and iOS.

Vishrut Jambudi – Senior Developer

Vishrut joined Etech in June 2017 as a Developer;

He has over 4 years of experience developing using Microsoft technologies. His expertise and experience in various application help it to be stable and faster, his continues effort entailed him this position.

He is a quick learner and loves to learn new technologies. He is passionate to be very Fit, spending time in the gym and always very curious to learn.



Bhargav Valiya – Senior Developer

He started his career with Etech as a Developer in the ETS department in Sep 2015. During his tenure with ETS, Bhargav has been a consistent performer providing the team with his development skills and assistance on various Process Improvement projects and Campaign Development activities. He has been working with many clients directly for voice process and is surely making a remarkable difference for Etech.

Bhargav has his Postgraduate degree in Software Engineering from Bangalore University, Karnataka. He loves traveling, watching movies and enjoy spending time with family as a leisure activity.

MD Sohail Mansuri – Senior QA

Sohail Mansuri is born and brought up in Kalol. He joined Etech as QA Engineer in December 2014. He has been working as QA Engineer for the last 4 years and 7 months in Etech and has overall 6 years and 5 months of experience. He holds a degree in Bachelors of Engineering (IT). He loves reading Manga and blogs about new technologies. Sohail has been a consistent performer with his QA skills and helps the team.

He is fond of Watching anime and spending time with family. He is a big foodie.



Rohit Gawade – Senior Business Analyst

Rohit joined Etech as Business Analyst. He is Certified Scrum Product Owner holding highly technical as well interpersonal skillsets.

He is working with senior team members to carry out customer implementations and program enhancements; Implementation design, setup, and review processes; Identify improvements to our feedback products and processes and Utilize Client software knowledge for testing customized software solutions.

He is also building long-standing customer relationships by improving customer feedback programs and leading customer interactions. He is also a key stakeholder of the Research and Development team which helps in product enhancements and in trends solution enablement.

He is fond of Music and Reading.

Ravi Matani - Developer

Ravi joined Etech in May 2017 as Jr. Developer. His problem solving and analytical skills helped to made software bug free and cleaner. Has good knowledge of popular technologies AngularJS, .NET as well as old technologies.

He also working for Etech's client as a dedicated developer too.

He likes to spend time to travel, share market, playing cricket and football.



Parth Barot – Business Analyst

Parth Joined Etech as Junior Developer in 2013 and then promoted to Developer in 2015.

He is holding B.Tech in Information and Technology. Parth has worked closely with In-house Development Team and his willingness has given him an opportunity to make this transition from Development to Business Analyst Role.

He is a proactive attitude and learning ability is adding values to his technical skill sets.

Parth loves Cricket, Watching Movie and Listening Music.



Jignesh Darji - Developer

Jignesh joined Etech in August 2017 as a Jr. Developer. He worked in various software applications built in Angular.Js, .Net. His calm and focused nature help us to achieve many tough milestones. His knowledge and expertise are really helpful and valuable to Speech Analytic Solution which could be one of the most innovative projects in the current era.

He has diversified range of technical skill sets and his analytics skills are profound which is helping him to achieve all the new horizons of his professional endeavors. In spare time he likes to travel and to be with nature.

Nisarg Parikh – Developer

Nisarg joined Etech as Jr.Developer in 2017 after being with Etech as an intern for a year.

He is involved in In-House Development especially in Effective Report and its application since then.

Nisarg is effectively taking care of Development as well as support tasks. He holds bachelor's degree in Electronics and Communication.

In his free time Nisarg likes to listen to music, doing analytical activities, playing games and exploring new places.



Nilesh Chauhan- Developer

Nilesh joined Etech in 2013 as an OCR and then moved to the Software Development in 2015.

He has done post-graduation in MCA. He is working in the role of Support Engineer to ICE Customers and making a remarkable difference there for sure.

Nilesh is equipped with skills such as .Net MVC, JavaScript and node js.

Hobbies are reading books and exploring new technologies.

Ritu Doshi - Assistant Manager -HR.

In this key role, she will be responsible to develop and monitor overall HR strategies, systems, tactics and procedures across GNR, bridge management and employee relations by addressing demands and grievances, and nurture a positive environment. She will continue to develop and implement HR strategies and initiatives aligned with the overall business strategy. She will also take care of all legal compliances- PF, ESIC and Apprenticeship.

Ritu joined Etech in 2010 as a Customer Experience Specialist. Within 9 months of joining Etech, she proved her skills and got promoted as an Asst. HR Executive and gradually moved up the ladder. In her role, she has evolved herself as an efficient HR personnel who knows how to lead with a balance of heart and mind.

She holds a Master in HR and PGDCA. She is married to Punit Doshi. Punit and Ritu are fond of exploring new places and believe in spending quality time with each other. During her free time, she likes to watch horror series, cooking, and spent time especially with her dear niece.



Elyse “Nicki” Beard – Nacogdoches Receptionist (Day Shift)

Nicki has been with Etech for just over one year, working as a chat representative. Prior to joining Etech, she worked as a certified nurse aide as well as a retail store manager. With a Bachelor of Arts degree in HR Management, Nicki brings a solid foundation of knowledge to the team, and a desire to grow in the HR department.

Nicki is a married mother of three who enjoys spending time with her family, gardening and remodeling her home.

Raquel Alvarez – Nacogdoches HR Admin (Day Shift)

While those in Nacogdoches know Raquel due to her role as the Receptionist, she has now moved into the position of HR Admin for Nacogdoches.

Raquel has been with Etech since July 2018. In her new role, her primary responsibilities will include applicant drug testing, background checks, onboarding processes, center activities and the Winning Culture Survey Task Force.

Rutesh Dave - Training Leader

Rutesh joined Etech in 2012, when he saw an advertisement for a job that was exciting to him and played directly to his strengths. Becoming an online chat representative was his first step into his career at Etech. He was passionate about engaging with customers and resolving the challenges they faced. Soon he became a leader and served in Operations as an Assistant Coach Intern and after a couple valuable years, moved to Training and Development as a Trainer.



Rutesh has served in many different capacities. With his recent promotion to Training Leader, Rutesh is excited to continue his learning as he is a firm believer that learning never stops. Rutesh embodies servant leadership and looks forward to learning more with the team and continuing to support and develop our people.



Sukoon Madan – Social Media Strategist

Sukoon has been a part of the Etech family since December 2016 as a Social Media Analyst.

In this new role, Sukoon will now be leading our Social Media team for Etech's family of companies. Sukoon would be responsible to develop, implement and manage social media strategy, as well as oversee social media content for Etech, Creative Choice, EB5, ICE, Infocity and other projects. She will also measure the success of our social media campaigns, and train and supervise internal teams to integrate and maintain a cohesive social media strategy

James Titus III - Training Leader

In this new role as Training Leader, James will lead the Training and Development for Verizon Wireless, equipping, and supporting training team to ensure we meet and exceed committed deliverables and reach our full potential.



Manisha Trivedi - Recruitment Specialist

Manisha has been a part of the Etech family since February 2011. She started her journey with Etech as a Quality Analyst and after grabbing an opportunity through IJP, she was moved to Recruitment Department. Manisha has hands on experience in taking care of hiring requirements for almost all the departments including Operations, ETS, T&D, EI and other support teams. Currently she is closely working with Medallia team and is actively involved in client interaction. Sourcing quality candidates is one of her forte.

She holds a Bachelors of Arts degree in Economics from Burdwan University. In her free time, She likes listening to music, watching TV and spending time with her family.

She believes in : "Never stop learning, because life never stops teaching."

Etech Give Back Program – Blood Donation Camp at Vadodara

“The time is always right to do what is right.”

Living by the above words, **Vadodara Corporate Social Responsibility team** with Friends Society and the team of SSG (Shri Sayajirao General) Hospital successfully organized a blood donation camp on 26th Sep 2019 at Vadodara center. The camp was visited by 50 interested donors who contributed **30 units** of blood to SSG hospital. The donated blood units will be given to the underprivileged patients, who can't afford exclusive medical aids. We appreciate all the donors and volunteers, who participated in this camp. Without their support and participation, this camp wouldn't have been successful.

Please join us to appreciate the lifesavers for making a remarkable difference for each other, our customers and within our communities. Watch our smiling heroes



Etech Employee Wellness Initiative – Yoga at Your Desk, Gandhinagar

Etech Gandhinagar successfully completed **Chair Yoga Session** at Desk with the motto of a **healthy body, steady mind, & joyful life** on EI floor.

Ms. Toral and Mr. Gaurang shared their experiences doing yoga and showed different techniques on breathing, movement, sound, and meditation to transform towards a better life. They taught us basic yoga postures to relax, relieve & recharge while sitting at our own desk. According to her, Yoga can give us all that a gym can, but in a peaceful, safe and more holistic way. The best part about this workout is that it can be done at our own pace, anywhere. Just 10 minutes of yoga every day will provide the needed energy boost in our busy lives and will keep us fresh for longer.



THANK YOU ETECH

Making a Remarkable Difference

Give Back Initiative

Year to Date
1,889.55 Hours

Making a Remarkable Difference within our Communities

AS ONE
THIS IS WHAT ETECH HAS DONE TO IMPACT OUR COMMUNITIES.

July Hours 175.50

Globally, we have partnered with nursing homes, collected donations for a local child to receive service animals, Salvation Army donations, saving lives through Blood Drives, Food Drives, School Supply Drives, Tree Plantation for government, Boys and Girls Club, Rotary Club, Mobile Books, Chamber of Commerce Professionalism training, Relay for Life, Ribbon Cuttings.

Corporate Social Responsibility

Reward and Recognition at Gandhinagar



Teamwork



ETECH defines **TEAMWORK** as being committed to working as a team to solve problems and resolve conflict. An **ETECH** employee exhibits **TEAMWORK** by demonstrating loyalty and taking time to encourage one another.

