









As we enter into the holiday season, I thought it would be meaningful to discuss the tradition known as Thanksgiving.

The first recorded Thanksgiving ceremony was on September 8, 1565, when 600 Spanish settlers, under the leadership of Pedro Menéndez de Avilés, landed at what is now St. Augustine, Florida, and immediately held a Mass of Thanksgiving

for their safe delivery to the New World. A tremendous feast and celebration followed the mass.

The popularity and tradition of the Thanksgiving blossomed when on December 4, 1619, thirty-eight English settlers arrived at Berkeley Hundred, about 20 miles outside of Jamestown, where the first permanent settlement of the Colony of Virginia had been established on May 14, 1607.

The group's charter mandated that the day of the arrival in the new land would be celebrated as a "day of thanksgiving" to God. Furthermore, they were required to observe this day on an annual basis. On the day the settlers arrived, Captain John Woodleaf held the service of thanksgiving. He wrote in his journal, "We ordain that the day of our ships arrival in the land of Virginia shall be yearly and perpetually kept holy as a day of thanksgiving to Almighty God." While the day of Thanksgiving has perpetuated, it has become more about parades, food and football!

My challenge to you this year is remember the essence of Thanksgiving, as a day to give thanks for all that blessings that we have received. Though this may seem quite daunting, I assure you that we all have many reasons to give thanks.

ETECH is blessed with great customers who challenge and stretch us, we are blessed with an abundance of talented team members who care about their company, we are fortunate to have leaders who are genuinely concerned about the well-being of their people, and we are privileged to live in communities that embrace us wholeheartedly. We have a company culture that puts a priority on valuing our people and treating them with respect regardless of race, religion or socio-economic position.

On a personal note, I encourage you <u>not to</u> focus on what you don't have, but to give thanks for what you DO have! Think about your family, friends, co-workers who truly care about you. Think about the people that you helped, and that you have helped. Trust me when I say, in the very end it is our involvement in the lives of others that will matter.



In the words of the great Packer coach, Vince Lombardi, "After all the cheers have died down and the stadium is empty, after the headlines have been written and the championship ring placed on the dresser the enduring thing that is left is the dedication to doing with our lives the very best we can to make the world a better place in which to live."

Thank you all for everything that you do to make **ETECH** a great place to work and play. Until next month, may God bless each of you and may He continue to watch over our company. Have a great day!





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About Etech Global Services

Etech Global Services is a leading provider of customer engagement solutions for many of the world's most trusted brands. They trust us with their most precious assets - their customers. Why? Because Etech's commitment to continuous improvement, next generation technology, and growing and empowering our people results in a solution that drives customer experience and reduces effort. Voice, quality monitoring, chat, social media, and email, Etech is here to communicate with your customers when and how they choose.

Etech believes in making a remarkable difference for you and your customers. With our industry-leading technology services, like our Etech Monitoring Solutions division, Etech provides you with analytics and deeper insights into your customer interactions. Etech's services enable you to enhance customer experience, increase sales results, meet all corporate governance requirements, and obtain a competitive edge over your competition allowing you to increase market share.requirements, and obtain a competitive edge over your competition allowing you to increase market share.



Etech Give Back Program - Blood Drive for the Gulf Coast Regional Blood Center - Nacogdoches

On October 4, Etech Nacogdoches hosted a blood drive for the Gulf Coast Regional Blood Center. The drive garnered 16 donors and 19 total units were collected. Donors were able to relax while the collections were made and enjoyed a drink and snack afterwards. They also received a free T-shirt for their donation. Thank you to everyone who came out and participated. Your contribution can save lives in our community.

Employees can donate anytime at the local blood bank, which is located at 3520 N University Drive, in Nacogdoches Texas. Your donation can make a world of difference here in our community.



All set to make a difference again!

The first group of trainees for a premium sales campaign began incubation on Monday, August 22 under our certified trainer Scott Williams. This OB campaign, led by Moniqua Thomas, will be selling high speed internet and cable products, eventually expanding to 45 agents by the end of September. Our Vendor Manager will be Patricia Miller who has been supporting the Dallas team. Congratulations to this first group, and we look forward to many more sales in the days to come! Congratulations to Tyler who made the first sale for the new campaign!









New Campaign Launch & Achievements!

We are proud to announce that through our strategic partner, Website Alive, Etech has launched a new Inbound Customer Service campaign at our Nacogdoches center providing Healthcare Provider Location and Concierge Requests for a premium healthcare program's customers.

This team is led by Charles Roquemore (Sales Coach) and Sheryal Berry (Operations Leader). The team members have taken 400 calls since the launch and exceeded performance objectives on two of three critical KPIs.

Call quality and following correct procedures are the primary focus for the team. Our client is pleased with the day over day improvement and appreciates Etech's Trusted Advisor feedback regarding systems' functionality which enables our agents to provide World Class Customer Experience.

It has only been a month, and they are doing a great job! The winner pictured below maintained the best handle time on in-coming calls and were only in their third full week on the account.

This campaign adds to our Healthcare portfolio, and we are excited to grow in this arena as we learn! Here's to making a difference every day!

Pictured from Left to Right: Sheryal Berry Operations Manager, Kellsie Ruiz Day 1 winner, Adolfo Garcia Day 2 winner, Dvysee Garrett Day 4 winner and Gina Cameron Day 3, Day 5 & the overall contest winner. Great job, team!











"Hello Autumn!" was the theme for September R&R hosted by the Findlaw Campaign. Attendees played Autumn Trivia and bean bag tic-tac-toe. To welcome Fall, the event was decorated with pumpkins, autumn colors, leaves, hay bales & scarecrows. The best part of autumn is the holidays, which means FOOD! For a sneak peek into autumn treats; Sweet tea, pumpkin pie, fall cookies, and cinnamon apple pie were served.

Prize winners were Alan Zammaron from and Trey Culberston. They each won a gift basket equipped with Etech gear and gift cards. Congrats to the R&R winners and to all agents that participated!





Etech Give Back Program - Adopt a Highway

"Today was a very fulfilling day. Giving back in the smallest ways can give you a very big feeling of satisfaction and accomplishment. I feel very fortunate to work with a great group who has the ambition and courage to help our community and environment." - Kimberly Herrera

On October 13, 2016 the Lufkin Center participated in the Adopt-a-Highway program by cleaning up a 2 mile stretch of highway, in Lufkin, adopted by the Lufkin Etech Center.

Clean up volunteers who picked up trash were: Cori Roberts, Leslie Armes, Sharmion Quarles, HR Coordinator, Mona Miller, HR Manager, and Jon Johnson, Lufkin Operations Director.





Lufkin's 2016 Down Town Bistro Event



Attendees: Standing from Left to Right:
Kevin Pratt, IT Director,
Mona Miller, HR Manager,
and her spouse Terry
Miller, David Carrizales,
AVP, and his wife Andi,
and Jon Johnson, Lufkin
Operations Director.
Sitting: from left to right:
Nancy Pratt, HR Director,
and Jon's wife Jessica.





EXPERIENCED PEOPLE
INNOVATIVE TECHNOLOGY
REMARKABLE RESULTS

Etech Give Back Program - United Way Fundraiser

This year's United Way campaign for Angelina County has kicked off. Etech Lufkin Center formed a United Way Committee for the purpose of planning and overseeing fund raisers to raise money for United Way as well as encouraging employees to pledge. The 2016 United Way Committee members are: Harry Taylor, Helpdesk Manager, Kathryn Roland, Sales Coach, Shemekia Leonard, Assistant Sales Coach, and Mona Miller, HR Manager. The committee has set a goal of\$1750 for 2016 through fund raisers and employee pledges.



The first week of fund raiser proved to be fantastic. We raised \$614.00 from an Ice Cream Float Sale and employee pledges. The second week we had no fund raiser scheduled but we raised \$355.00 through employee pledges.

The remainder of the month of October and going into the first week of November, which is the last week of the United Way campaign. We are set to have a Frito Pie and Bake Sale as well as have a haunted house on the weekend Operations is hosting a Trunk or Treat for employees and their families.

All of the Lufkin Center's employees are fantastic, so we will be able to make a great contribution to the United Way campaign and have fun doing so.





Nacogdoches Trainers standing proud in front of the door that they decorated for the Halloween door decorating contest. Pictured from left to right are Dharmesh Bhatia, James Titus II, Ashley Black, Corinna Yawn, and LaToya Wright.



Newsletter September-October 2016

EXPERIENCED PEOPLE INNOVATIVE TECHNOLOGY REMARKABLE RESULTS

Etech Dallas Thumbs UP Inbound



Etech Dallas R&R







Etech Give Back Program - Breast Cancer Awareness Run - Etech Jamaica

Etech Jamaica is no stranger to the reality of breast cancer. We have lost a family member to the illness, and in remembrance, we do all we possibly can.

It's no surprise that on October 30th, two of our very own participated in the Kiwanis Club 5K Run for Breast Cancer Awareness, in efforts of making a remarkable difference within our community.



Our agents have Dino-mite performance





Agents participate in the soft skills interview activity



Alexandra Davis becomes the center wide winner for 50s Dress Up Day







Our Gandhinagar center celebrated its 13 year anniversary in September

It is hard to believe that 13 years ago we were celebrating the opening of our center in Infocity, Gandhinagar, India via video conference with the then CM of Gujarat, Narendra Modi, Dilip Barot and others!

Our Etech India team started in Infocity
Tower 1 with less than 50 employees
handling reporting, QA and development
work. After our humble beginnings, ETECH
is now one of the leading contact center
and technology solution providers with
over 2,700 employees in nine locations
worldwide including 2 world class centers in
Gandhinagar and Baroda, India!

Etech India has employed over 10,000 people since its inception and is recognized as having the overall best work culture in all of Gujarat! Etech India continues

Barot and

to bring added value solutions through ETS, EMS, OPS, Medallia and EBS which truly make a remarkable difference for our company, our people and our customers.

We founded our company with the desire to make a difference in the lives of our customers, each other and our communities through a servant leadership approach. We established the 12 character commitments that would help us achieve our goal. Today, our vision and mission epitomizes the same desire that took us from start-up to the successful global organization that we are today.

Etech's Vision

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

Etech's Mission

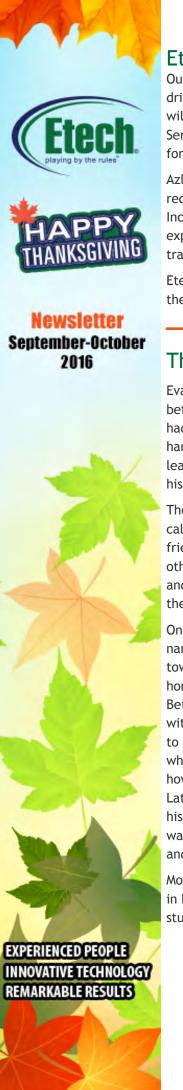
Etech is a servant leader organization providing superior customer experiences and innovative solutions which enable our clients to build stronger brands, strengthen customer relationships, and gain market share.

HAPPY 13 YEARS ETECH India! THANK you for all YOU do, the best is yet to come.

May God continue to bless us and this great company,

Matt Rocco





Etech Give Back Program - School Supply Drive

Our Nacogdoches center conducted a back to school supply drive for foster children in the area. The supplies we collected will help foster children through the Azelway Children's Services. Employees at the Nacogdoches center came through for the youngest members of their community.

Azleway Children's Services recruits foster families to help reduce the number of children waiting for placement. Azleway, Inc. is responding to the needs of these children in crisis by

expanding their therapeutic foster care program, providing financial support and intensive training for foster parents.

Etech is proud to extend a helping hand to the children in our area. We are dedicated to helping the surrounding community.

That's MY toy, Teacher!

Evan learnt a lot in last couple of weeks before the holidays were declared, and he had planned them well. Mary on the other hand had recently been to the school and learnt that Evan has been attentive, and his progress was noteworthy.

The class teacher made a remark on the calendar that Evan had been making friends in school by offering his toys to other kids, by shaking hands with them, and by sharing concerns with them about their routine behavior in the class.

One incident his teacher, Ms. Smith, narrated when Evan showed Ownership towards a toy that he used to bring from home. That was Evan's Monster Truck. Being his favourite, Evan never shared it with anyone. Once Ms. Smith asked Evan to share his toy with one of his classmates who got attracted towards the toy; however, Evan denied sharing the toy. Later, once counselled, he shared it with his classmate. At the end of the class, Evan

walked back to him and took his truck back stating. It's HIS toy and he should have it back before going home.

More than concern, this time Ms. Smith found sense of ownership in Evan and was glad that the kid has started to take care of the stuff he owns.









We were privileged to be invited to a workshop on Telephone and Email Etiquette. This workshop was very enlightening and entertaining. It would be difficult to outline everything we learned, but here are some of the topics that stood out:

- NPS (Net Promoter Scores)
- Perception
- Professionalism
- Business Communication
- Conference Calls
- The 3 P's of Preparation
- Voicemails, and Email Etiquette



We learned more than we anticipated and appreciate the opportunity to take part in such engaging workshop. If you ever get an invitation to a class taught by Matt Cole and Megan Strother, make sure you go. We learned a lot and had a great time also.

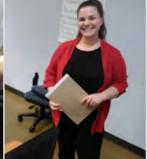
Rewards & Recognition Ceremony - Nacogdoches

The Rewards & Recognition Ceremony featured a Family Game Night theme hosted by our premium IB campaign. Accented by games and yummy snacks, team members were recognized for criterions ranging from top sales to displaying our character commitments.

With handfuls of popcorn and cheers in the crowd, the competition was on. We started with a giant game of Jenga. Everyone was on the edge of their seat as the tower grew taller and taller. Several team members were awarded baskets full of Etech swag, candy, games, and drinks.









Trainers James Titus, Jonathan Lusk, and Alicia Griggs started mentoring 2 new classes for our premium wireless campaign.







September-October 2016

Etech Give Back Program - Lufkin Boys & Girls Club Bingo

With this year's theme of collegiate sports, businesses and community members gathered on August 27 to raise funds for the Lufkin Boys & Girls Club and the important work they do for children in Angelina County.

Etech donated 4 large gift baskets for the event which included a live auction, silent auction, music, tailgating food, a dessert auction, bingo prizes, and raffles.

The Etech table rocked the house to support this wonderful cause!

In attendance were Matt & April Rocco, Kaylene & Jonathan Eckels, David & Andy Carrizales, Kevin & Nancy Pratt. Kevin Pratt represents Etech and serves as a Board Member for the Lufkin Boys & Girls Club.









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REMARKABLE RESULTS

Lufkin Aspiring Leader Graduates





Congratulations to Jose Polanco Canul, Ana Perdroza, Tayler Belrose, and Jennifer Harkless!





Lufkin Etech partnered with Gulf Coast Regional Blood Center and successfully donated 17 total units in one afternoon. Great job!



Thanks for signing up, encouraging team members to do so and making a remarkable difference for our community!

These donations will help patients like Elizabeth throughout our community and are greatly appreciated.

Once again, a huge thank you for Committing for Life!

Lufkin's Tuition Reimbursement

"You have brains in your head.

You have feet in your shoes.

You can *steer* yourself any *direction* you choose"

~Dr. Seuss



Etech Wellness Program - Dallas - North Texas Flu Shots keeping Etech Healthy













EXPERIENCED PEOPLE
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REMARKABLE RESULTS

The Christian Women's Job Corps - Job for Life class

The Christian Women's Job Corps (CWJC) is an organization that strives to assist women with reaching their full potential in their personal lives, education, and their careers. Perhaps the best part about CWJC is the fact that classes are provided free of charge to all women who wish to better themselves. These classes assist with education, computer literacy, and most importantly jobs.

On October 11th, two of our very own leaders had the pleasure of attending a Jobs for Life class. Megan Strother and Kimberly Herrera got the opportunity to not only conduct the mock interviews for four students, but were also granted the opportunity to provide feedback and share helpful tips.

Perhaps the greatest piece of advice that was shared from our leaders was the lecture of confidence. During this lecture, the students were educated on how to sell themselves during the interview process. They learned to take their knowledge and life skills and turn them into business strengths that can be strategically utilized in a professional setting.

Overall, Megan and Kimberly felt a deep sense of satisfaction and joy through assisting these women:

"I had fun sharing knowledge from the employer perspective, and the students seemed grateful to have us there." - Megan Strother

"This experience was great. It was very interesting to see the diversity of people who are striving to improve themselves and get back into the work force." - Kimberly Herrera

Our leaders are interested in attending this class again in November, and they are excited to see the progress of the students. Etech prides itself on servant leadership and giving back to the community. By dedicating time to teach these students, Megan and Kimberly have shown what servant leadership is all about.





Organizational Announcements

We are blessed as an organization to have the opportunity to make a remarkable difference for our customers, our people, and our communities.

I am pleased to share that because of your continued hard work and commitment to living both our vision and character commitments we are on pace to deliver our best performance year to date! Not only are we collectively exceeding client KPIs, but we are doing it while rapidly expanding our current business relationships and establishing new partnerships.

To continue at this accelerated pace with performance that meets and exceeds expectations will require a heightened level of accountability and passion to develop our team members. Our goals will continue to be focused on people; to create jobs with opportunities for growth & advancement while delivering on client and shareholder commitments. As a result, I am pleased to announce the following promotions, realignment of responsibilities, and additions to our Etech family.

Ashwini Kumar, AVP Near & Far Shore Operations - Under Ashwini's experienced leadership, the India teams have consistently delivered improved client KPI and Etech internal performance results while scaling existing work and successfully launching several new LOB's. In this key role Ashwini will have responsibility for the growth and expansion of each center, fostering One Etech processes, ensuring continued success and ongoing development of leadership and team members, accelerating our remarkable coaching tactic demonstration/certifications across Baroda, Gandhinagar, and Jamaica centers, and consistent delivery of client and stakeholder performance objectives.



David Carrizales, AVP Onshore Operations - Since joining Etech in March of 2014, David has led the East Texas centers to sustained top line revenue and NOI growth achieved through increased retention and consistent delivery of client KPI's. David's vision and commitment towards developing his team while holding them accountable coupled with his ability to guide others through planning and successful execution makes him well equipped to lead our onshore centers. In this key role, David will have responsibility for the

performance, growth and expansion of all onshore centers which will be accelerated through effectively cascading our remarkable coaching tactics/certifications across our US centers.

Holly Gwynne - Director of Operations - Dallas - Holly joins Etech with over 20 years of experience in the contact center industry. Holly's experience with both sales and service, deep understanding of the contact center industry including compliance, quality management, ability to understand client needs and translate them into attainable performance goals, and her passion to develop her people and hold them accountable will be key assets in her new role leading our Dallas teams.





Jonathan Johnson - Director of Operations - Lufkin - Jon joins Etech with over 15 years of contact center experience, starting his career as a bilingual sales representative. Since that time, Jon has worked for industry leaders and BPO companies including Stage Stores, Franklin Bank, Stream, Outerwall, and Sitel. Most recently Jon was on the client side for a major multimedia retailer, traveling the globe spending time in South America and the Philippines, managing relationships and ensuring objectives were achieved. His experience

in Operations Management, Vendor Management, Global Sales and Account Management coupled with his focus on accountability, developing winning teams and valuing people make him the right fit to lead our Lufkin teams.



Matt Cole will continue as AD of Training across Global Operations, reporting directly to me. Onshore Training Leaders, American Culture Trainers, and Curricula Specialists will continue to report directly to Matt and Offshore Training Leaders will continue to have a dotted line to Matt.

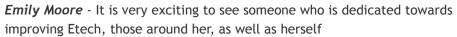


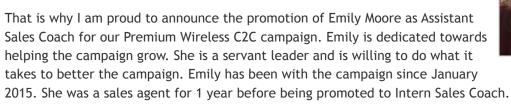


Byron Hast - It is truly amazing to see someone work hard, dedicate themselves, and commit to reach beyond limitations to what they know is possible! That is why I am excited to announce the promotion of Byron Hast as Assistant Sales Coach for the Premium Inbound campaign. Please join me in congratulating him as he starts down this new path.



Byron is originally from California and loves the beach, being lazy (not at work though), surfing and swimming. Physical fitness is important to him as he also loves lifting weights and Brazilian Jiu-jitsu. Byron loves spending time with his loved ones, fishing and playing beats in his beat lab. He moved to Texas his junior year in high school and graduated from UT Tyler with a BA in Applied Science and moved to Nacogdoches a little over a year ago. He transferred to our premium Inbound campaign in June and has been an integral part of helping that program grow. He is very excited with this new opportunity and anxious to see where this path takes him within Etech.

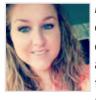




Emily is originally from Oklahoma, but has lived in Texas the last 12 years and is a proud Texan! She and her high school sweetheart, Greg, recently got married in August and currently reside in Nacogdoches along with their puppy, Daphnee.

Emily and Greg love to spend time with their family and traveling together. Emily also enjoys cooking, going to SFA basketball games, and going to concerts. Emily's favorite part of her job is getting to know her agents and being able to help them reach their goals and become as successful as possible here at Etech.

Emily is looking forward to this new adventure and continuing to help those around her!



Kimberly Herrera - As you know, Etech has always been committed to the development of its people and supports the vision of making a remarkable difference for our customers, our people, and our community. It is truly amazing to be a part of an organization that places "valuing people" as one of its core character commitments. With that spirit in mind, I take great pleasure in announcing the promotion of Kimberly Herrera to the position of Curricula

Specialist for our Premium Telecommunication campaigns.

Kimberly Herrera has loved her position with the IB Support Team and is excited but also sad to leave such a wonderful and diverse group. She has worked with many different campaigns and hopes to continue growing her career here with Etech for many years to come. She is taking on a new hobby of learning how to bow hunt and enjoys working with her husband to improve her skills daily.

"God promises to bring something good out of the storms that bring devastation to your life."-Romans 8:28





Kourtney Gulley - When you get an agent so dedicated, motivating, uplifting, it becomes a thrill to make this announcement. Please join me in congratulating, Kourtney Gulley, who has been promoted to continuation trainer. She is a tremendous asset to Etech and the campaigns that she is a part of. Way to go, Kourtney!



Kourtney Gulley is delighted to have the pleasure of working for Etech the past 3 years for multiple campaigns. She started working as an agent for a premium voice campaign in September 2013 at the Lufkin center. She later went on to Migration, and transferred over to the Nacogdoches branch. Her transition from an agent to leadership has given her the ability to really understand both sides of the spectrum and maintain a unique connection with each of her teammates. She did not always enjoy change but Etech has made a huge impact on her life in advancing her talents to the next level.

With all of that being said she feels extremely blessed to be part of such a great company whose passion is to make a remarkable difference!

She enjoys spending time with family any chance she is able to. She is a mother of two beautiful girls, aged 2 and 5, who always keep her on her toes. She loves shopping for both of her girls way more than herself. She is set to be married in April 2017 to her longtime partner, Travis, of 6 years. She enjoys cooking and learning new crafty ways to be organized around the house.

Promotion Josie - It is truly amazing to see someone work hard, dedicate themselves, and commit to reach beyond limitations to what they know is possible! That is why I am excited to announce the promotion of Josie Fox as Account Leader for the Premium Inbound campaign. Josie shares and leads by example Etech's vision of making a remarkable difference for our customers our people and our communities. Josie has been instrumental in growing our

relationship with the Client's side management team through increased performance, and adaptability.

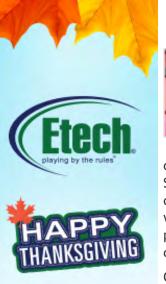
Josie's primary focus will continue to be overseeing the premium telecommunication programs at our Nacogdoches center. Josie will continue to work with our partners, coaching, and developing her leaders and looking for ways to grow our brand and revenue.

Josie most recently became a member of the Etech family in October 2014. Since that time she has held several positions including Sales Coach and Operations Leader on the Premium Inbound team.

She transitioned from the Rusk office to Nacogdoches in June and has been a positive influence on the teams here as she strives to help the campaigns grow and develop.

Josie is a Texas native and currently resides in Nacogdoches with her husband Jesse and their two fur babies, a feisty min pin named Adalee and a mischievous kitten named Bellatrix. Josie and Jesse love to travel to go on grand adventures. Josie also loves volunteering at conventions like Walker Stalker Con and Rewind Con as well as acting in plays at the Cherokee Civic Theatre.

Jason Bolton - He is a 2004 graduate of the University of California, Davis, where he graduated with a Bachelor's degree in Political Science and International relations. After he graduated, he went to China for 9 years. It is while he was in China that he found his passion for training and development. When he first went to China, he was teaching English, Business Communication, Cross Cultural Communication and Logic. After he stopped teaching, he worked at a few different companies doing sales, customer relations, marketing, consulting and training. He came back to the US in 2013 and then worked at a different call center on the Netflix campaign where he was the Netflix trainer. Following that, he was the training coordinator for a local reverse logistics company. Now, he works as a trainer at Etech for a premium automotive service and repair information resource provider. When he is not training a class you can find him spending his time with his 6 year old son and his wife. You can find his face buried in a John Maxwell book as he is a John Maxwell Team member. If you can't find him at home, they are





Caroline Liddell - It is with great pleasure to announce one of our newly selected members of the Dallas leadership team! Caroline Liddell is joining Etech Dallas as a sales coach on one of our recently launched program.

Caroline Liddell functioned as the Director of Operations & Human Resources for Youth Empowered for Success and was an award-winning business expert leader who developed and executed winning strategies to inspire teams to embrace

change to achieve a mission. Previously, Caroline worked in the role of Vice President of Strategic Planning & Business Development for Absolute PRC for 15 years with an accomplished career track throughout the industry for delivering and sustaining revenue and profit gains within highly competitive markets. Caroline will bring to our team her natural gift of building up people, teams, & organizations through enthusiastic leadership, problem solving and effective coaching.

Caroline's professional career also includes 10+years as a print & digital media consultant.

Caroline thrives on tackling difficult situations and making high-risk decisions with a keen eye on the bottom line. Along with Caroline's professional accomplishments, she is a mother of three amazing adult children and one beautiful granddaughter. She is devoted follower of Christ, a philanthropist, and a passionate motivational speaker.

Alicia Griggs- It is a wonderful thing to be a part of an organization that values people, strives to develop people, and celebrates their accomplishments. It is our pleasure to announce the promotion of Alicia Griggs to Trainer at the Lufkin Center. Alicia has enjoyed great success at Etech and looks forward to the opportunities ahead. Join us in celebrating her promotion!



Alicia has been with Etech since June, 2015. She started as a sales agent for Premium Wireless C2C campaign at the Lufkin center and was promoted to Continuation Trainer for that campaign after just 3 short months. In February of 2016, she advanced to the position of Communication Liaison for Premium Wireless campaign. She has a passion for training and is so happy to be back in the department. When she is able to see what she's taught be applied and the agent is successful, there is no feeling like it in the world.

Alicia prefers to spend her spare time fishing with her fiancé', Steven, or just laying around with him and their cat. She enjoys studying other cultures, and even trying some of their crazy food! May no cricket go un-tasted! Maybe India will be in her next adventure with Etech!



Sharmion Quarles- Join us in welcoming Sharmion Quarles, HR Coordinator, to the Lufkin Center. Sharmion's primary responsibilities will include coordinating the pre-screening and selection of qualified leadership candidates across the company, conducting exit interviews, and assisting as a member of HR with local center and community projects.

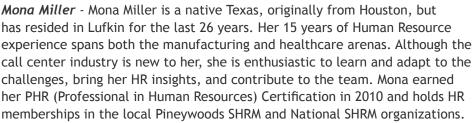
In addition to over 3 years of staffing/recruiting, human resources, and sales experience, Sharmion is currently pursuing a degree in Human Resource Management. In her past roles, she has successfully assisted hundreds of East Texas companies connect with thousands of qualified candidates. Sharmion prides herself on being a trusted and respected individual in her community. She enjoys connecting and communicating with people.

Sharmion is a native Texan who graduated from Newton H.S. and then moved to Nacogdoches. She is a mother of two beautiful daughters, Jaydah and Aubree. She enjoys reading, cooking, singing, outdoor activities, and spending time with family.

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel. " - Maya Angelou









As the primary point of contact for Lufkin employee relations issues, orientations, policy questions, job postings, Sales Coach testing, Give Back service projects, reasonable accommodation requests and many other HR functions, Mona can be reached at the Lufkin Center.



Shemekia Leonard - joined the Etech family in September 2008. Shemekia spent the next 6 years developing her sales skills as a sales representative. As her career has transitioned into a leadership role, prompted to an Operations Sales Intern, she has mostly enjoyed learning from other leaders and building relationships with her team. In addition to the Etech family she enjoys spending time with her son, LeDavion. He dreams of playing football like his idol, Odell Beckam, Jr., which they have dedicated most of their free time towards.



Laura enjoys spending time with her husband in her spare time; together they enjoy racing, hunting and fishing.



Stephen Grimes - Stephen grew up in Gallatin area where he graduated from Rusk High School. He came to Etech with a background in customer service and sales. He started in 2011 and has helped with multiple campaigns. He is currently working with our premium wireless campaign In his spare time, he enjoys riding country roads looking at old buildings, gardening and fishing.

LaTonya Johnson - 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 that in mind, I take great pleasure in announcing the promotion of LaTonya Johnson to the position of Employment Coordinator - Dallas.

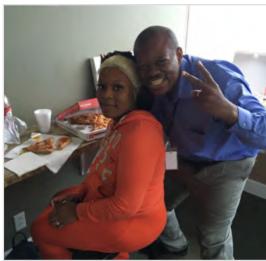
LaTonya is a native of Dallas, TX and began her career with Etech in April of 2015 as a customer service representative on our Premium eCall program in the Dallas Center. She has 10 plus years of experience in the service industry and loves helping in any way that she can. In October of 2015 LaTonya moved to the role of HR Receptionist. LaTonya is a graduate of our aspiring leader program, and is very excited about new professional development opportunities. She is a mother of two children and grandmother to five grandchildren, who are the sunshine in her day. In her spare time she enjoys singing in her church choir, were she recently went on a mission trip to Barcelona Spain. LaTonya enjoys watching movies, and spending time with her family and friends. To quote LaTonya "I am so grateful for this opportunity once again and look forward to a bright future with Etech."





Etech Dallas - Kenneth Anderson thank you for 4 years of dedicated service!





Trainer Danny Garrett and agent Nichole Nicholson enjoy one of the 12 different pizzas agents enjoyed for achieving and surpassing their KPI goals.

Who Am I - Dharmesh Bhatia



In the last 4 years of my tenure with Etech, I have taken English Language & Soft skills training for new hires, pilot process training for CenturyLink - ENSEMBLE, and trained a pilot class for Protection Plan of America. Working with the training team, I get to do what I love to do - interact with people, teach & share learning, and see my team members be successful in their respective campaigns. As a leader at

Etech, I have been recognized with the Etech Characteristics Leadership award for Humility, Positive Influence and Integrity for 3 consecutive years respectively. I am also thankful to have

been blessed with some gem of friends that I made while working with Etech, across the India & US centers. I appreciate all the big and small things my leaders, peers, and colleagues have done for me that have helped me learn something new each day. During my free time, I love spending time with my lovely wife Pooja and 2 year old son Ansh. I like taking them out for shopping or just go for a walk. I feel happy to see a smile on their faces. I like trying different cuisines which allows me to try different restaurants with family and friends. I also like listening to music, visiting new places, and watching



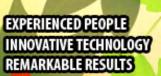
sports. I joined the Etech Baroda center in August 2012 knowing little about the wonderful journey that I would be going through at Etech. I am thankful to be working for a company that values people and makes an attempt to bring about a remarkable difference in the lives of people. I started as an agent, and within 9 months of being on chats I got an opportunity to move up the ladder and join the Learning & Development team as a language and soft skills trainer.

Bird Style:

Learning Style:

Department:
Training

Tenure: 4.25 years





Who Am I - Mark Strange

In 2005 Mark launched his Etech career, and just this month he has celebrated his eleventh year with Etech. He is truly thankful to be working for a company that sincerely values people and seeks to make a remarkable difference in the lives of its team members. Starting as a sales agent on the SBC Internet Yellow Pages campaign, Mark quickly advanced to Sales Coach on that same campaign and began leading and developing his own team.



ng orts,

For the next three-and-a-half years he coached several teams, including BellSouth Long Distance, Dex Media, Wyndham Resorts, Princeton Resorts, Orbitz C2C, and Kohl's.

Since 2009 Mark has been an integral part of the Training department and is truly thankful to be working with so many talented and hard-working

trainers and leaders that understand the true meaning of adaptability. He had also appreciated the opportunity to learn new training, coaching, sales and customer service techniques from his experiences with numerous Etech corporate partners as well as utilizing those skills in the classroom. Most recently, Mark became a certified trainer and is looking forward to sharing his sales skills with future classes and developing new methods and techniques through this partnership.

When Mark is not training a class at Etech, he loves spending time with his daughter Abigail, singing, acting, swimming, playing table tennis and volleyball as well as eating out with family and friends.

Bird Style: Peacock

Learning Style:

Department: Training Tenure: 11 years

#TrainingRox Wall of Fame







Job Fair - Palm Beach

Our HR Manager, Elizabeth Christensen attended various job fairs within Palm Beach County. Meeting some qualified and hired agents. She attended a 2 job Fairs with Career Source in Palm Beach and a job Fair with the Army Reserve in Lake Park, FL.



September at our Palm Beach Center

September came in with many new and fantastic events for our centers. During September our agents benefited from a competition to win a 42" TV. The recipient of this was Briana Jenkins one of our senior agents. The agents started their class for September with 13 agents.

Along with the agents we have included pictures of our Center's Mascots, Henrietta and Henry. (Need to keep mascot picture)

Agents shown are Anthony Sinclair, Anne Cineus, Keya Jackson, Melanie LaFond, Elesia Lynn, Claudeth McDonald, Deborah Paige, Latrio Pierce, Zabraba Roberts, Eric Taylor, Samuel Thomas, Shaquita Williams and Trainer, Danny Garrettt.



Etech Give Back Program - Help Abigail Aguayo! - Palm Beach Center

In September the PBC also chose the Childhood Cancer awareness month to give back to a child in the St. Mary's Oncology Center, Abigail Aguayo who is suffering with a rare form of Leukemia. Every Friday our center provides agents with a lunch for a donation. All proceeds will be given to this child and her family to assist with the costs of her treatment through the Jessica June Childhood Cancer Foundation http://jjccf.org/.

Here are some pictures of Palm Beach Center agents, Elizabeth, and Michael Ramsey our Account Leader enjoy our Chili con Carne day!



Win Mike Keim's TV!

A best friend of James Getz and the Account Leader at our Huntington, WV Site donated a Flat Screen TV for a contest. Yes, we named it after him. THANKS MIKE!

Tickets earned were put into the cauldron for the winner to be drawn. Winner: Patricia "Trish" Hooser





Huntington Contest Winners Celebrate National Shooting Star Day



Huntington Etech Prize Winner TSR Leonard " Lenny" Jackson.

He won a Beat Box for his spectacular achievement. A Beat Box! Lenny is known for always smiling and singing, so it's a

perfect prize for him!

The definition of a shooting star-a small and rapidly moving meteor burning up on entering the earth's atmosphere. Technically a meteor shower right?



Showing off our shower of Shooting Stars for their sales in August. Shooting Star Tim Pauley with Sales Coach Connie Wells.

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Pizza Party Blitz

The Huntington Etech Site was in competition for a pizza party with the Palm Beach Center. Huntington WON. A great job by the Huntington Team. We may be small but we are mighty!





Birthday Celebration at the Gandhinagar Center

Gandhinagar center celebrated the birthday of the team members born in September with a delicious cake, party hats, and games.









EXPERIENCED PEOPLE









Etech Dallas - August 2016 R&R - Casino



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Etech Dallas Aspiring Leader







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REMARKABLE RESULTS

An Adrenalin Filled Month for Our Premium C2C Campaign

September was the month of contests and exciting activities for our Premium C2C campaign! Team members showed tremendous enthusiasm to participate in the contests through the month and win goodies sent by the client.

We launched a new platform, and our team has adapted to it with great zeal. Daily contests acted as a catalyst to drive good number of sales and maintain the momentum on floor

It was a quite challenging & busy month. We went from learning how to use the new chat platform to achieving KPIs all in few weeks' time. Leaders were on their toes to drive performance.

Our team stood second place in the football tournament. R & R ceremony was organized were we awarded our team members for maintaining their performance and the chat quality. With approaching winters, we are all ready and exited to achieve new goals and make a difference, the Etech way.









After the highly entertaining and grueling rounds, Carrom Tournament at the Baroda center ended with Vinit Patel clinching the Singles Title. Jaymin Bhavsar and Murtaza Fanuswala emerged as winners of Doubles Title.

We heartily appreciate all the team members for becoming a part of the tournament and cheering the participants till the finish line. The team work demonstrated was just great!

Cheers to the winners!



Carrom Tournament - A WLB Gandhinagar Initiative

A little enjoyment inside a loop of pressure is something very acceptable - that's what happened at Etech Gandhinagar!

To create an entertaining and competitive atmosphere to our day to day routine, WLB Team organized a "Carrom Tournament" and team members rushed in droves to have their registered. Team members started gathering at the venue way before the start. Just a step in the cafeteria and you could feel the excitement charge through you. A healthy mind is key to everything and what if you just top it off with some good old healthy competition. This really psyched team members and helped them spend quality time with their colleagues. The finals were so fascinating that the audience just couldn't stop cheering.

Tournament Winners:

Female Singles : Laxmiben Vaghela

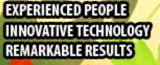
Male Singles : Mohammad Aayan

Male Doubles : Mohammad Aayan / Pingthai

Mix Doubles : Sameer Bhatnagar / Shaziya Ali









EXPERIENCED PEOPLE

REMARKABLE RESULTS

Etech Giveback Program - Handicrafts Exhibition of Special Kids from Disha Charitable Trust

"Art is not a handicraft. It is the transmission of feeling the artist has experienced". - Leo Tolstoy

CSR team Baroda organized a 3-day exhibition of handicrafts made by the special kids from Disha Charitable Trust - Special School & Autism Centre for support and help. Children exhibited exceptional talent and perseverance in creating various artifacts such as painted paper bags, folders, notebooks, gift envelopes, pottery, jewelry, wall pieces etc.

Art is a great tool of expression. The beauty of art is that it combines creativity with therapy. It offers them the opportunity to learn, create, and express their inner feelings. As some of them termed it, it makes them happy from inside!

Looking at the products displayed, we had our team members rushing to own a piece. It was a wonderful and a highly appreciate event. We heartily thank all our patrons who made this event successful.

Come take a look at the beautiful moments captured.







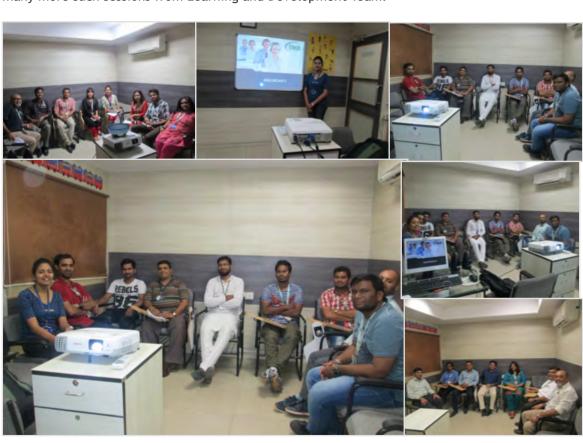
DFD Mart was organized at Baroda center on September 29, 2016. Team members bought products with the DFDs they had earned in the past months.



OD Session - Ergonomics and Giving & Receiving Feedback

OD sessions on Ergonomics and Giving & Receiving Feedback were conducted by Ekta Agarwal & Dharmesh Patel where a huge number of TMs participated for in-house training over multiple sessions.

All the sessions were interactive, and team members were very enthusiastic throughout. Everyone who attended responded in kind and made the session very successful. Various experiences were shared and this helped people understand things better. Looking forward to many more such sessions from Learning and Development Team.









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REMARKABLE RESULTS

Launch of Happy Feet - The official choreography ministry at Etech, Gandhinagar

"Great dancers are not great because of their technique, they are great because of their passion." — Martha Graham

To boost the same passion, we launched our 3rd ministry in the row i.e. Happy Feet - the official Choreography Ministry at Etech, Gandhinagar.

This ministry will be responsible to showcase and promote different forms of dance. They will also help us in the Wellness initiative to create a happy, stress-free, and a healthy environment for our workforce.

Team - Happy Feet



Few Glimpse from the Launch





EXPERIENCED PEOPLE

REMARKABLE RESULTS

Etech Employee Awareness Program - Tax Planning Session -Baroda & Gandhinagar

You must pay taxes. But there's no law that says you got to leave a tip. - Morgan Stanley advertisement

Tax planning is an integral piece of a proper financial plan. By employing effective tax planning strategies, you can have more money to save and invest or more money to spend.

Aamir Shaikh of Finance team conducted a session on Tax planning. He shared his expertise on methods and ways to reduce tax and increase savings.

There are several key aspects that should be included in your tax planning, and tax planning is really something that you can do throughout the year, even though you only file your income taxes once a year. Three sessions were conducted at Baroda and four sessions at Gandhinagar for team members which will help them make tax awareness and planning a crucial part of their financial strategy.





September-October 2016

EXPERIENCED PEOPLE

REMARKABLE RESULTS

Etech Give Back Program - A Visit from the NavKaushalya Team!

On 17th September, 2016, CSR team Baroda welcomed students and staff members of NavKaushalya as a part of their skill based training for office administration. All the girls were provided with in-depth knowledge about the practical aspects of handling front desk and administration profile including safety, security, coordination with various departments, handling emergencies etc.

NavKaushalya (www.navrachana.edu) is an Institute for skill based vocational training for girls and women managed by Navrachana Education Society. The "Give-back-to-Vadodara" initiative started in the memory of Savitaben Amin who founded Navrachana Education Society, inaugurated by our former Chief Minister Anandiben Patel on 22nd December 2014.

NavKaushalya offers vocational training for girls from underprivileged families. It prepares them to take on more challenging and beneficial job roles which help them improve their way of life. It helps them stand proudly as a responsible and productive citizens of India.

We thank our HR & Admin team who made this visit successful!



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REMARKABLE RESULTS

It's winning time!

Games and contests were organized on the floor and the sense of competition was intense as the participants got closer to the deadline. Eager smiles on the participants' faces said everything. Participation from all the departments made the event an enjoyable affair. Prizes won by the team members were envied and cherished.



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REMARKABLE RESULTS

Rewards and Recognition Ceremony - Baroda

We also celebrated TMs birthday by cutting a cake during the ceremony. Getting rewarded and applauded in front of the whole center holds a special value for everyone, and we ensure the appreciation and hype doesn't end with the ceremony. Team members had fun playing games during the ceremony, and a good number of team members participated and everyone joined in to applaud them.







2016



An OD Training session was conducted at the Gandhinagar center. Mayank Akhani, Training Leader, discussed various aspects related to the importance of giving and receiving feedback, ways to give and receive feedback, and the way forward during the training session.

We had 38 leaders attend the training session.



4 year anniversary of our Premium Healthcare campaign

On 4th September, 2016, our premium healthcare campaign completed 4 successful years at Etech. The cake cutting ceremony was full of cheers and people praising the delicious cake! We celebrated, the Etech way, by sharing the joy and pride of delivering consistent result for 4 years in a row and gearing up for an even better year.



Etech Employee Awareness Program - Know Your Bank - Gandhinagar

Etech, Gandhinagar took one more step towards achieve a companywide employee awareness on matters related to their legal or financial rights by inviting our Gandhinagar center banking partner, Bank of India, representatives to the center.

They were happy to answer our questions and address any issue that needed addressing. The participation was great, and we ended up learning so much about the facilities our banking partner provides to us.



The English Language training batch graduated to the product training with an average of 91%!









Potluck at Etech, Gandhinagar

The September English language and soft skills training batch at Etech Gandhinagar organized a potluck which ended up being an event full of cuisine so diverse that some of the team members tasted some of the dishes for the first time!

What a better way to bond than breaking bread together!



Rewards and Recognition Ceremony - Gandhinagar







Our Baroda Center Celebrated its 10 Anniversary!

Etech Baroda celebrated its 10th anniversary with great pride and enthusiasm. Here is to many more milestones to come! Stay tuned.







EXPERIENCED PEOPLE
INNOVATIVE TECHNOLOGY
REMARKABLE RESULTS

Baby's Day Out at Etech, Gandhinagar

Children always have a special way adding joy to our lives every day. This time we thought of making them feel special with our own way. Our Gandhinagar Center celebrated children's day this year by organizing bring your kids to the work day. This initiative by Human Resource was really well organized and a great success. The children had great fun and even those who were quite shy in the beginning were brought out of themselves. People had amazing interaction with children. This event proved to be valuable to the children and parents alike. Here are some of those moments, immortalized:





EXPERIENCED PEOPLE
INNOVATIVE TECHNOLOGY
REMARKABLE RESULTS

Diwali: It was time for colors, lights and celebrations!

Diwali brings lot of joy and celebration to everyone's life. Our Baroda WLB Team celebrated the festival with tremendous fun and excitement. Traditional Day, Rangoli making, Diya Ceremony (oil lamps made out of clay), Cracker show etc... Our Baroda center was full of light and happiness.

It was an affair full of fine art, bright faces, beautiful dresses, and some delicious sweets!



Navratri Celebrations at the Baroda Center

Navratri was celebrated with much fervor and excitement on the floor.

The environment was full of dance, music, and entertainment combined with whistles and cheers of the audience!

Team Baroda had a great time dancing to tunes. TM's flaunted the hot and happening traditional

dresses and styles.

Cheers to the Winners:

- Best Dance Female Ashwini Mahadik.
- Best Dance Male Krunal Patel.
- Best Dress Female Pooja Chellani.
- Best Dress Male Pavan Punjabi.







Organizational Development Sessions on Business Etiquettes & Better Decision Making

OD sessions on Business Etiquettes & Better Decision Making were conducted at our Gandhinagar and Baroda centers. A huge numbers of leaders and team members joined this in-house training over multiple sessions. Sessions were highly interactive and team members were very enthusiastic throughout. Looking forward to many more such sessions from Learning and Development Team.



Organizational Development Session-Emotional Intelligence

The Learning & Development Team has completed 2 slots of OD session at our Gandhinagar center where trainers, Manu Dwievedi and Rutesh Dave, discussed Emotional Intelligence. We'd like to thank all the leaders for encouraging their TMs to participate in this session and for making this Etech initiative a success. All the TMs actively participated, exchanged thoughts, learnt, and re-learnt the intricacies of emotional intelligence that would help them in managing their professional lives and relationships, as well as take care of their day to day activities thus enabling them to increase their efficiency. In all 33 TMs attended this training.





Etech.









Month of Diwali on the Production Floor! - Gandhinagar

October month signed as month of contests and exciting activities for our Premium C2C campaign! The Lunch contests kept team members motivated throughout the month, and we were all amazed and eager to lay our hands on the prizes.

Client sent some shiny goodies which helped us run daily and hourly contests and drive number on the floor. Everyone was focused on achieving the goals set by the client and get some of that client sent awesomeness.

The leadership/management team treated the TMs on Diwali with some delicious sweets and movies. We celebrated Diwali by watching movies on the floor.

We even celebrated Navratri on the floor by playing Garba (from of dance: traditional) and enjoyed the Diwali festival with sweets and firecrackers. All in all, this Diwali was lit.

