



# Newsletter **DECEMBER**



# NEWSLETTER DECEMBER-2015

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Hello **ETECH**! Welcome to our monthly newsletter!

*Happy New Year!! 2016? Wow, can you believe it?!?!*

The beginning of a new year allows us the opportunity to reflect back on the past twelve months as we remember the good times, learn from the not so good times and resolve to do things better and make ourselves better. That's what great leaders do!

The voyage to do this starts with a personal decision. It is a choice to put your own personal obstacles and doubts aside and make a commitment to make a difference in your life and those around you. Are you ready to make that commitment?



The year was 1942. A farmer by the name of Clarence Jordan founded an interracial, Christian farming community. They named the settlement Koinonia, a word meaning communion or fellowship. The small community of Koinonia committed themselves to the equality of all persons, rejection of violence, ecological stewardship, and common ownership of possessions. Because their beliefs appeared to be quite radical for this time, they faced such obstacles as death threats, firebombs, property damage and economic boycotts. But because Clarence Jordan was committed to the cause and because he found others with the same commitment, the community survived and in fact began to make a difference.

Millard and Linda Fuller visited the Koinonia Farm in 1965 with the intention of spending a few days studying the Koinonia lifestyle. Millard Fuller was a millionaire who had become dissatisfied with his lifestyle and was searching for meaning and purpose in life. Inspired by Jordan, the Fullers moved to the farm in 1968.

It was at that time that Millard Fuller began developing the idea of "partnership housing" - using volunteer labor to build affordable housing for those in need. In 1976, the Fullers founded **Habitat for Humanity**. Today, more than 500,000 homes have been built or restored through this organization providing housing for over 2,000,000 people in need. The Etech family has been personally involved in at least a dozen of those homes!

One man, Clarence Jordan, started with an idea and a commitment. Despite the many difficulties he faced, he remained committed and focused. One idea, which began on a small farm in Georgia, has now truly impacted millions of people.

I firmly believe that true meaning in life is found by devoting oneself to loving and helping others, to committing to positively impacting our communities, our customers and those around us ..... to making a remarkable difference in the lives we touch each day. When we choose and commit to making a difference, we choose to enable the **ETECH** family to make a difference with our customers, in our communities and with each other.

Thank you all for everything that you do to make **ETECH** a great place to work and play. I commit to making that personal choice with each of you in 2016 as we set out to make a remarkable difference, one conversation, one customer, one team member, and one day at a time.

Until next month, may God bless each of you and may God continue to watch over our company. Have a great day!  
Here is to a remarkable 2016!!

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## About Etech Global Services

Etech Global Services is a leading provider of intelligent sales and service solutions utilizing inbound and outbound voice and live chat. We understand the importance of customer relationships. That's why all of our solution strategies are driven by the 'voice of the customer'. Our stringent QA process ensures an ever-improving customer experience. We also gather critical business intelligence data from each customer interaction. And we do everything with the highest integrity and quality possible. These differences allow us to provide industry-leading service, stellar CSAT scores, and high performing sales and service solutions that enable our clients to increase revenue and delight their customers. For more information: [www.etechgs.com](http://www.etechgs.com)

## 12 Etech Leadership Characteristics

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





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## Special Day - Founders Club Anniversary!

Seventeen years ago this month, three individuals participated in the very first training class for BerryDIRECT ( which would later become Etech).

Because of the commitment, integrity, vision, determination and loyalty of these three individuals and others, I am proud and humbled to know that the Etech Family is and has made a remarkable difference for dozens of customers, tens of thousands of team members and within the nine communities where our centers are located!

Please join me in thanking and congratulating Mike Evans ..... Marty Harper ..... and Mary Sommers for seventeen years of leading by serving others and being a remarkable example for us all!

I look forward to celebrating many more years together!

*Happy Founder's Day!*







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## Theme Week

Exciting apparel to compliment an exciting time of the year! Between December 21st- 25th the Etech Nacogdoches center showcased their best Christmas apparel by participating in theme week. Santa came early on Monday with “Santa Hat Day” and things got ugly on Tuesday with “Ugly Sweater Day”. Oh! We did celebrate “Christmas Sock Day” and Flannel Day” as well. We wanted to ensure that we celebrate the most wonderful time of the year by wearing traditional Christmas colors, so Friday, December 25, 2015 was declared “Wear Red and Green Day”. We want to thank everyone for having the Christmas spirit and participating in theme week. Merry Christmas!



## Wrapping & Trivia Contest

Human Resources hosted two contests this month and employees who participated were awarded Unique Boutique Bucks. For the first contest, employees were partnered up and challenged to wrap a present in under 30 seconds. The twist was that one partner was blindfolded while the other partner was the coach. Contestants that had the majority of the present covered with wrapping paper won 10 UB bucks to spend at the Unique Boutique that same day! For the next contest, Sara Donaldson our HR admin went around to the different campaigns to ask Christmas related trivia. A few questions were pretty tricky, but it was fun to watch everyone participate and get into the holiday spirit.







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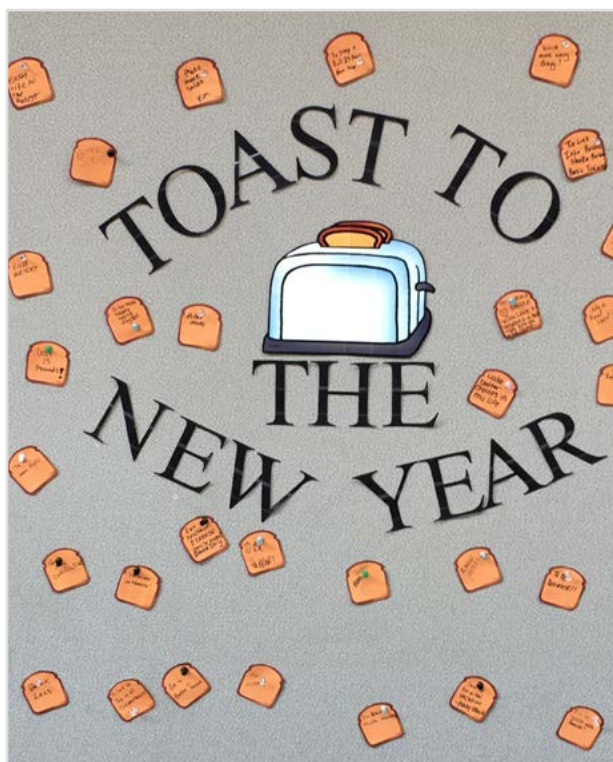
## United Way Car Giveaway



## Toast to the New Year

Toast to the New Year is a popular saying, so it just makes sense to share your resolution on a piece of toast! Employees at the Nacogdoches center wrote their resolutions down, and they were posted for the entire center to see.

“Making resolutions is a cleansing ritual of self assessment and repentance that demands personal honesty and, ultimately, reinforces humility.”



## Pictures with Santa

This year at the Nacogdoches center we invited our employees and their families to come visit Santa Claus. Although some children were quite scared of him, others enjoyed telling Santa what they would like for Christmas!







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## The Thankful Jar

This year Etech Nacogdoches put a "Thankful Jar" out for all the employees. With it being the holiday season, we wanted our employees to stop and think about what they were most grateful for. Employees wrote what they were thankful for on a small piece of paper and put it in the jar. We later hosted a drawing for those who participated with the jar. JaKeyia Hall was the winner of a delicious pumpkin pie! She was very excited to share it with her family on Thanksgiving day. She stated that she was grateful for her children. We want to wish everyone a safe and happy holiday!



## Blood Drive

Christmas is the season of joy, love, and giving. What is a better way to spread holiday cheer than to give to those in need? On December 3, 2015, 23 volunteers from the Etech Nacogdoches center gave very special gifts to the Gulf Coast Regional Blood Center. Their donations will help patients in the community and possibly save lives. We want to thank the brave volunteers who committed to a selfless act, and also we want to thank Gulf Coast Regional Blood Center for giving Etech the opportunity to make a difference this holiday.



## Door Decorating Contest

Etech Nacogdoches hosted a Christmas themed door decorating contest this year. Each campaign was assigned a different door to decorate in the building. Centurylink won second place with their living room fireplace scene; they were awarded a \$150 gift certificate. Our Premium Inbound Campaign team came in first place with their amazing 3-D snowman made out of Styrofoam cups! The team was awarded a \$200 gift certificate for their hard work. We would like to thank every campaign that participated!



## December Rewards and Recognitions

Our Premium Wireless C2C team of Nacogdoches hosted a Hunger Games themed Reward and Recognition ceremony. For the first game, agents were challenged to use a bow and arrow (not a real one of course) to score the highest points on the target. Azar Colter won this challenge by scoring 75 points. She was awarded an Etech giftbasket. Next, names were drawn out of a basket and agents were assigned to different districts. Each district was paired up against one another, and they were challenged to answer Hunger Game themed trivia questions. The last challenge was definitely a "Hunger" game. Agents competed against one another to see who could eat the most marshmallows covered in whipped cream in 45 seconds. The competitors were covered from forehead to chin with whipped cream when it was all over. From the decorations to the games, this was a well thought out R&R and everyone had a blast!



## Accepting Flags

Woodman of the World presented two new flags for the Nacogdoches Center.



## The Great American Smokeout

Vista McCroskey, a tobacco prevention specialist, visited the Nacogdoches center this month to share the harmful details about smoking. We learned some amazing facts about what tobacco can really do to your body. We learned that on average, smokers die 13 to 14 years earlier than nonsmokers. The people attending the seminar were amazed at this. Most thought that spending less time with your family over a cigarette is simply not worth it. It is also a well known fact that secondhand smoke is also just as bad as smoking. We learned that children who breathe secondhand smoke are sick more often with bronchitis, pneumonia, and ear infections. This fact hit home to a lot of people who have children or even grandchildren living in the home. A lot of important information as well as a few door prizes were given out during this seminar. We would like to thank Vista McCroskey who came out to share some important information about tobacco.





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## Rewards and Recognitions - November 2015

Centurylink did a wonderful job hosting November's Rewards and Recognitions party at the Nacogdoches center. They went with a Thanksgiving theme which offered an array of Thanksgiving foods like turkey, dressing, and mashed potatoes. They started off passing out awards to the individuals who hit goal for their campaigns. Next, names were drawn out of a hat for participants to play in the famous game of Trivial Pursuit. A pie eating contest followed, which was irresistible to watch! Brian Heckerth, Vishal Shah, and Christine Jordan were challenged to eat an entire apple pie in under 3 minutes. The contestants were only allowed to use one hand during the contest. Brian and Christine used this to their advantage and started scooping the pie in huge handfuls! Everyone was cheering them on to finish the pie! It ended in a tie between Christine and Brian. They received some very cozy blankets from the Unique Boutique! In between games, door prizes were also passed out. Everyone was stuffed at the end of the ceremony from all of the delicious food that was served! This R&R definitely kept everyone on their feet! It was very exciting to see everyone have so much fun.



## Huntington WV Site December Holiday Kick Off

We had a contest for fun ...we started the day off with someone who had not had a sale the day before. The Grinch face was given to them to wear, and they would only be able to pass it on to someone else once they get a sale. That person will wear it until they get a sale and the journey for the next grinch face would start again. A second grinch face was created, and the first person to get a sale within half an hour could choose a member of management /leader to have to wear the face. Jim Getz - Account leader was chosen first. All was done in fun and laughs were had by all.





## Huntington WV Site Gets MUGGED

Fun for all....an assortment of Holiday Mugs were provided by ETECH Management.

Game was started by who got the first sale of the day...they could pick a mug from assortment. The next person who got a sale could take that employee's mug or take another from the assortment. Once all mugs were taken ... the employees continued to mug each other throughout the rest of the day. The winners or muggers were pulled together for a picture.



Matt Williams, Angela Damron, Taylor Levering, Deena Taylor, Gamo Johnson, Pam Barrett and Vicki Turner were our Winners.





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## Etech Dallas December Anniversary



Congratulations to Marcus Crowder, Natasha Sims, Juanio Hernandez, Geoshia Woods, Danielle Terry, Reginald Taylor, Brianna Chambers, Ivan Velera, Anthony Garner and Jamacia Rogers (not pictured) Denise Ghaazee and Alexa Leonard for 1 year of service.

## FOOD DRIVE - THANK YOU - Stefany Moreno



On behalf of the HR Department we would like to send a special thank you Stefany Moreno for leading the effort in collecting two full boxes of can goods to be donated to North Texas Food Bank.







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## Etech Dallas Learn & Lunch

Dr. Austin Sanford BS, DC provided lunch for Etech Dallas staff who attended his session over Women's Health. Dr. Austin provided practical tips for reducing stress, eating to maximize performance, exercising smarter, and putting in place a practical plans to creating a healthy lifestyle.

The session was very educational and the ladies that attended expressed how much they learned. We are looking forward to our next session with Dr. Austin.



## Games & Contests It's winning time!

Team members are given a challenge to complete within fixed time duration. All the activities are a fusion of challenge & fun. Everyone participated in the activities, and this is what made the activity more exciting and more fun. The prizes won during the activity were like icing on the cake.







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## Happy Holidays from Etech Dallas C2C Campaign



## Happy Holidays from Etech Dallas Support Team



## Happy Holidays from Etech Dallas Facility Team







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## Happy Holidays from Etech Dallas Voice Campaign



## Thanksgiving Celebration

Thanksgiving was full of fun with “Pot luck” on floor for everyone!







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## Etech Dallas - December Give Back Initiative-Operation Christmas Child

For the past 3 years Etech Dallas donated Shoeboxes to Operation Christmas Child for children in third world countries. The shoeboxes are filled with toys, toothbrushes, soap, towels books, etc. For some children, the shoebox is the first gift they have received.



This year not only did Etech Dallas donate shoeboxes filled with gifts; they also volunteered a total of eight hours at the distribution center in Carrollton, TX. What an experience! Here's what our volunteers had to say about their experience at distribution center.

**Latonya Johnson (Receptionist):** This was a very humbling experience for me; it made my heart smile to know that I was helping to make sure that some little boy/girl was going to receive something for Christmas. It makes you remember to be grateful for the things we have and that it is always better to give than to receive because that is where your blessing comes from.

**Tyrus Gamble (HR Manager):** This opportunity to volunteer was very gratifying! It's a clear reminder of the story of the Good Samaritan. There are many times in my life I've walked by an individual in need and didn't render help. Donating and volunteering was an opportunity for me to yield to my own needs and place others first. What a wonderful experience! I look forward to serving others more in 2016.

**Laminta Fowler (Operation Director):** It is hard to imagine a child waking up on Christmas without a gift to open. We, as Americans, are so blessed and often find ourselves taking our blessings for granted. Having the opportunity to work at the Dallas distribution center and help to pack over 250K boxes to be sent around the world was a true blessing. I met people from Arkansas and Oklahoma and the greatest joy was knowing that we were all working to give many children that first gift that they will ever receive.

Knowing that I was the last person to touch such precious gifts that will bring hope and joy to a child around the world gave me goose bumps. It was an honor and blessing and I look forward to volunteering in the future.

*"We make a living by what we get, but we make a life by what we give"~ Winston Churchill*

**Kiasha Lewis (Voice Agent- TSR1):** Inspirational, heart warming and love are only a few words to describe how I felt while volunteering for Operation Christmas Child. The volunteers and staff were wonderful. I got emotional, because knowing that some children across the world don't have the necessities that they need and sometimes don't get to have a Christmas. It is said, when we complain about the things we want and so many people don't have what they need. I love what Samaritan's Purse is doing, has done, and will continue to do. Hebrews 13:16: But to do good and to communicate forget not: for with such sacrifices God is well pleased. The greatest feeling is knowing that I helped to put a smile on a child's face.

**Nancy Jackson (HR Admin):** It was an honor to volunteer at the Samaritan's Purse Operation Christmas Child distribution center. Words cannot explain the feeling of joy and sadness that I felt at the same time. The whole time I kept asking myself what more can I do? Even now just thinking about the day and shoeboxes I am fighting back the tears. There was a time in my life as a single mother I had to sign up for programs to make sure my children had a Christmas. I thank God that I was able to do the same for someone else.

**Whitney Peters (C2C Chat -CSR):** My experience at Operation Christmas child was very rewarding and humbling.



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## Etech Dallas- December 2,2015 Give Back Initiative Operation Christmas Child



## Etech Dallas -December 7,2015 Give Back Initiative- Operation Christmas Child



## 6th Anniversary Celebrations

We'd like to brief you about a success story which began half a dozen years ago on December 28th. The story is of our Healthcare C2C Program. We began our partnership with our clients then. We started with a bang, saw many peaks and valleys, went through a lot of changes and here we are, six years old. This journey has been filled with a bunch of learning stages for the team.

It's because of the hard work and dedication of the entire team, around 3.5 years ago, our partners gave us another opportunity to serve them through a Customer Service Email campaign. The entire team has been helping the customers lose pounds all these years and many more to go!







## Organizational Development Training Session

The Learning & Development Team at our Gandhinagar facility completed 4 slots of OD Trainings for TMs, and the topic was - “Workplace Communication - Gossip”. This was the first topic in the series “Workplace Communication”, and the response from the Team members was phenomenal.

We’d like to thank all the leaders for encouraging their TMs to participate in this session and for making this Etech initiative a grand success. There was an overwhelming response, and we added one additional slot. All the TMs actively participated, exchanged thoughts, and learnt the other side of this topic which will actually help them to make the work environment positive.

This time, we had **101** team members attend this session.

*Here is what some of the participants had to say about the training:*

- It is inevitable, but it depends on us how we can ignore, take positive point, and work hard by focusing on our life and work. - **Vaishak Pillai**
- I’m sure this session will help me with what I need to talk and filter the negativity of gossip. Thank you for the lovely videos too. - **Agravi Mishra**
- Interesting and eye opening session. - **Shrenik**
- I learned how to come out of negative gossiping and focus on our work. - **Rahul Koshti**
- Negative gossips are nothing but one kind of humor, we should avoid it, and we should filter the message before we discuss it with someone. - **Prashant**
- Try to understand the difference between positive and negative gossip. I will give my best to avoid negative gossip & will think positive and keep positive attitude. It was a great training session.- **Nimisha Vyas**
- It’s a great idea to avoid negative gossip happening around and create positive environment instead. - **Priyanka**





## Christmas Week Celebration

Etech Gandhinagar organized “*Christmas Week Celebration*” where everyone enjoyed spending time together. The month of December was filled with the energy and fun for all our Team. There were several events through the week to celebrate the holiday at Etech, home away from home. The events organized by the Work Life Balance Team were: Decoration Competition, Secret Santa, Carol Singing & Santa, Movie on Floor, and various other activities. The team, also, had dress code for through the week. Here are some pictures to talk more of the fun the team had -







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## Christmas Celebration

Etech Baroda celebrated the spirit of Christmas by decorating Christmas tree, receiving gifts during the Secret Santa event, playing Housie of the floor. The team had predefined dress code on all days through the Christmas Week.







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## Congratulations Rahul & Veena!

Etech Gandhinagar Team was present to shower their best wishes on Rahul Bhardwaj, Associate Program Manager, and Veena Shetty, Sr. Recruitment Specialist on their Wedding Day. Etech wishes the newlyweds the best marriage!







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## Rewards and Recognitions Baroda

Just like each month, it was fun-filled time to recognize our team members for their excellent work in Rewards and Recognition ceremony. It was exciting for our team here in Baroda to be rewarded for their excellent work done. We also celebrated the birthdays of all the December born.







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## CAT Activity: Let's Shield Them Against the Chill

Together, we made a difference! We asked everyone at our GNR center to help ensure that nobody is left out cold this winter, and team's overwhelming response solidified our commitment towards giving back to the community for a better tomorrow. We donated more than 1000 units of clothes on November 30, 2015.

Imagine sleeping on a cold ground with just some twigs over your head; now imagine doing that and battling the cold & harsh weather at the same time. We came across scores of people who do just that every night when we went out to distribute the clothes donated by team. They are the same people who work themselves to the mortal exhaustion everyday and then are compelled to battle the human mortality again during the cold nights.

On November 30th, we marked one more milestone in our quest towards making a difference in the lives of others. You ensured that these people will not have to go cold this winters. They will not have to worry about falling sick and not being able to provide for their family. They will not have to stay awake the whole night because it's too cold to sleep. Their children will not fall sick because they don't have clothes to shield them against the chill.

All of this was really evident in the eyes of the people who came to collect the clothes donated by Team Etech. Each smile said a silent thank you, and they will be thanking the team again when their children wear the clothes or when they are able to sleep peacefully because of the quilts you donated. The Community Action Team thanks everyone for making this possible!







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## Sorry!

Daksh Bhatt, Asst. Leader - HR & Admin for our Gandhinagar facility is keen on sharing some stories that he thinks are simple & light, but sometimes they make one carry a lot of baggage. Here is a simple story of how a sorry can make a difference.

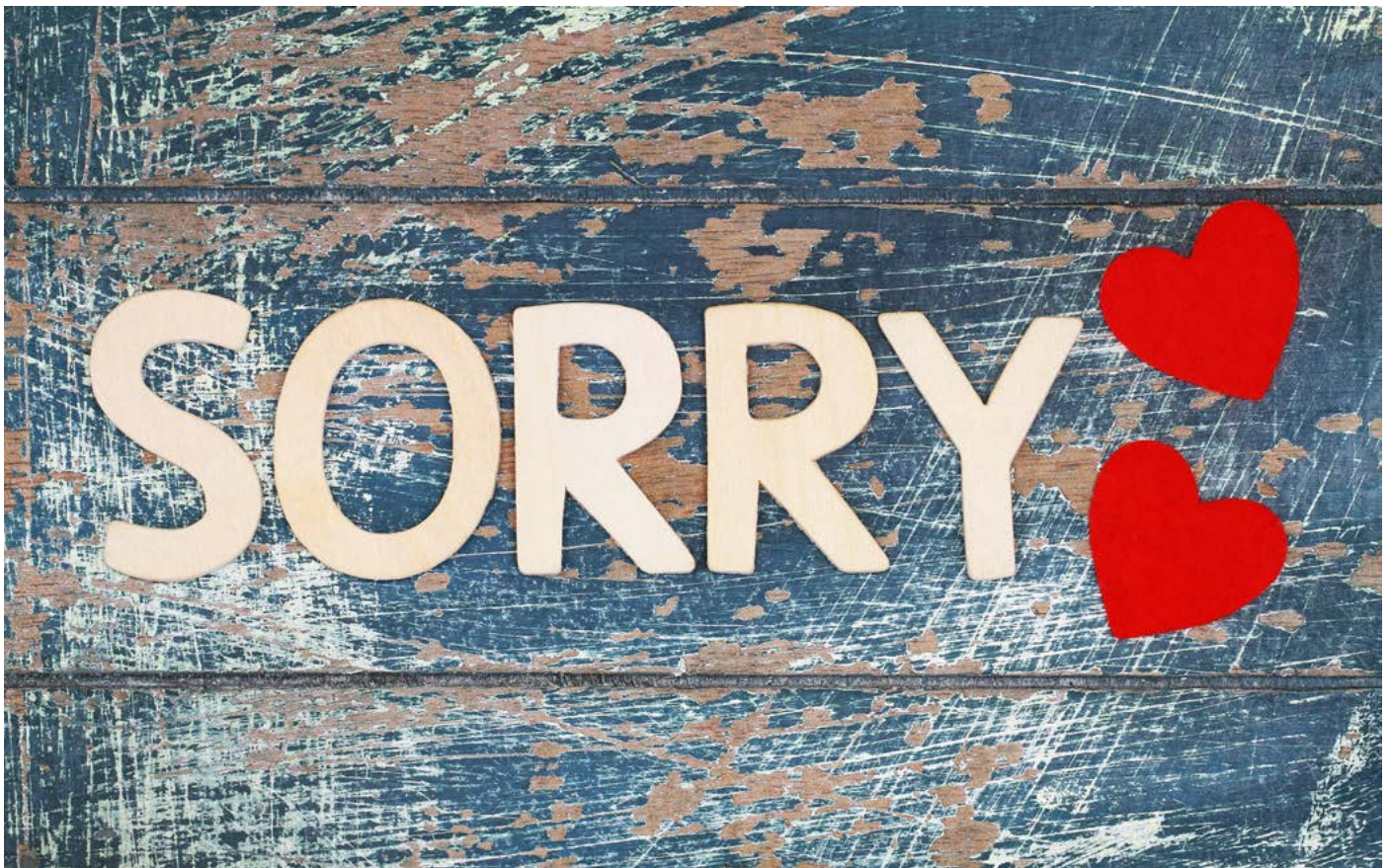
“Look at the mess you’ve created!” shouted Mary from the kitchen. Her two year old son Evan was confused. His mother had just cleaned the kitchen and now due to Evan’s carelessness and anxiety, he spilled the milk all over. Due to his small hands, he couldn’t carry his mug full of milk properly, and the milk was all over the floor. Evan cried like crazy and the incident took a de-tour.

David, Evan’s arrogant father, never said sorry in his entire life was witness to the bad morning and the flooded milk in the kitchen. For the first time in his life, he was worried looking at the situation he was into. He so wanted to jump into the conversation, but felt it was not the right time. Then thought, if not now, when?

Within a fraction of second David had his life story in front of his eyes, like a film strip. It took him through a lot of incidents of his life. He now realized that he never said sorry to anyone.

David was at the office and he was still thinking on the same incident. His co-worker Jack had to attend a presentation for which he had to delegate his work to David. Jack thanked him as well as felt sorry as he had to delegate his work to David.

David not only realized his mistake, but also explained Evan the importance of Sorry.







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## Etech Premier League

Etech Gandhinagar Community Action Team organized the most exciting event of the year - Etech Premier League! We witnessed a thrilling tournament with a lot of nail-biting Cricket matches. All the seven teams fought the league matches with true passion and in spirit for the game. The EMS Cricket Club & Jaguars made it to the finals where Jaguars won the breathtaking match.

The final match went down the wire to the last ball. EMS needed 4 runs of the last ball, but were stopped for 2 by the Jaguars. Everyone present on the ground cheered for their team. It was an event that would be talked about by everyone.

The winners, Jaguars, won a cash prize of 8000 INR; EMS took home a cash prize of 6000 INR. The 2nd Runners up, Halla Bol, were awarded a cash prize of 4000 INR. The man of the match, Ruchit Sisodiya, was awarded a cash prize of 500 INR.







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## Moving up the Success Ladder

### Ashley Black - Assistant Trainer

Ashley Black has been an employee of Etech since August of 2015. She originally came to Nacogdoches in 2009 to attend Stephen F. Austin State University for Biochemistry. Throughout her college career, she obtained her National EMT certification, and worked as a medic in Tyler, Texas. She recently retired from her medical career to further her education. In her spare time, Ashley enjoys reading and kayaking.

Mrs. Black has been married just over a year. She doesn't have children yet, but hopes to in the near future. She looks forward to a rewarding career at Etech and she is eager to contribute to her department and the company as a whole.



### Brandon Hodges - Continuation Trainer

Born in East Texas, Brandon Hodges graduated from Mt. Enterprise High School.

After high school he attended Tyler Junior College and eventually moved to Colorado for work and to experience life outside of East Texas. After living in Colorado he decided to move back to East Texas to be closer to his family so he could help his mother with her business.

He has two dachshunds Izzy and Easley. Outside of work Brandon enjoys health and fitness, traveling, and going to the movies.

He currently lives in Nacogdoches and has been working for our C2C campaign for more than a year.

Brandon looks forward to his new position and hopes to continue to learn and grow with the company to achieve even greater opportunities.

### Chad Bell - Assistant Sales Coach

We are thrilled to announce the promotion of Chad Bell to Assistant Sales Coach on the Premium Wireless C2C Team. Chad joined the company November 2014, 6 short months later he was promoted to Sales Coach Intern.

Chad Bell comes from Indiana with a background in the Recreational Vehicle industry. He spent 10 years as a Warranty, Service & Parts manager for RV manufacturers. Chad has a wife of 15 years, 3 children and 1 grandchild with one more on the way. He and his wife relocated to Texas to be closer to family. He spends his free time with his family and taking care of the family horses.



### Elizabeth Cunningham - Assistant Sales Coach

Please take the time out to congratulate Elizabeth Cunningham on her promotion to Assistant Sales Coach on the Premium IB campaign. Elizabeth is from Paquimines Parish, Louisiana. She joined Etech in February 2012 and has been blessed to be on the campaign ever since. When not at work she can usually be found studying for her degree in Computer Sciences or spending time with her Parents. She loves everything out doors and animal related, she has 4 Fur babies whom she adores. She loves riding horses and 4-Wheelers, hunting and fishing. Her favorite color is Camo, preferably Mossy Oak!

Elizabeth's favorite quote is: Not all who wander are lost



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## Glenda Lane - Sales Coach

It is so exciting to watch someone reach for and begin to attain their goals. I am very excited to announce the promotion of Glenda Lane to Sales Coach, AT&T IFD campaign.

Glenda has shown so much growth and development in the year since she became an intern. She has embraced every opportunity presented and has shown herself to have solid judgment and insight when setting goals for herself and her team.



## Jacob Graff - Assistant Sales Coach

We are pleased to announce the promotion of Jacob Graff to Assistant Sales Coach on Premium Wireless C2C team. Jacob joined Etech November 2014 as an agent he become an Assistant Sales Coach intern in April.

He is married to his beautiful wife Kenze and a father of his precious girls Ava (5 years) and Rozlyn (3 weeks). He spends most of his free time with his family and friends. Jacob thoroughly enjoys working with others, and coaching his team to strive for success daily.



## Michelle Hutchinson - Assistant Sales Coach

I am thrilled to announce the promotion of Michelle Hutchinson to Assistant Sales Coach on the C2C Campaign. Michelle Hutchinson, a native of East Texas moved to back home to Nacogdoches and joined Etech in 2013 and has brought encouragement and knowledge to the campaign. Michelle is a mother of 3 lovely children MyKael (10), Desmond, (8) and De'Gabriel (7). She loves spending time with her boyfriend watching 80's movies and is very involved in her children's' baseball teams. Although, work and her children take most of her time she still finds time to indulge in her passions of cooking, fishing and reading books by her favorite author, Ntozake Shange.



## Nicole Raiford - Sales Coach

We are happy to announce the promotion of Nicole to Sales Coach Intern on the Premium Wireless C2C Team. Nicole joined the company June 2015

Nicole is a home school Mom by day. Being from southern Louisiana, she cooks a mean gumbo! She enjoys spending time with her three unique kids, and her husband, Michael. In addition to Sales experience, she spent years gain her management experience in the hotel industry.

Nicole's dream is to spend all day baking with her kids, and build a great career leading and molding people to reach their highest potential.








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## Character award winners for Creativity-2014

Character Award	<i><b>Creativity</b></i>	
Winner	<i><b>Carolyn Wingate</b></i>	<i><b>Surendra Saini</b></i>
Photo		
Joined Etech on	Jan. 9, 2006	17th August, 2009
Current Role	Sales Coach - Mediacom and BDX, Nacogdoches Center	Asst. Sales Leader
How they feel on winning the award	It means a lot to me to be nominated and win the Creativity award because it means that my peers have noticed that I can be creative and think outside the box on ways to get things accomplished and to encourage others to come up with ways to succeed.	It's always special to be recognized by TMs for your work and if it's for creativity (thinking out of box) that just adds a cherry to the cake. It would be my source of motivation to move myself level and achieve my future endeavors.





# Birthdays in January

Shrikant Nimavat	1/1	Gan
Thelma Granberry	1/1	Rus
Christian Cary	1/1	Nac
Minesh Damor	1/1	Gan
Ravi Dole	1/1	Bar
Samantha Bowers hall	1/1	Luf
Niraj Dagur	1/2	Bar
Aimme Lopez	1/2	Luf
Jarred Jacob	1/2	Nac
Balvantsinh Vaghela	1/2	Gan
JodyAnn Lumley	1/2	Jam
Robin Skinner	1/2	Luf
Venessia Boyd	1/2	Rus
Rebeca Danielson	1/3	Nac
Aubrey Fuller	1/3	Nac
Elisa Morales	1/3	Dal
Erik Coleman	1/3	Rus
Alexa Murray	1/3	Luf
Shrenik Prabhakar	1/3	Gan
Abhijeet Singh Chauhan	1/3	Gan
Jenny Benoy	1/3	Gan
Deon Whitaker	1/3	Jam
Mikevia Williams	1/3	Dal
Shelby Justice	1/4	Nac
Bharatkumar Suthar	1/4	Bar
Tekia Walker	1/4	Dal
Richard Hernandez	1/5	Luf
Mukesh upadhyay	1/5	Gan
josiah Arthur	1/5	Hun
Mariah Lavallais	1/5	Nac
Jewel Samuels	1/5	Jam
Raghvendra Shetlur	1/5	Gan
Vishal Choudhary	1/5	Gan
Yogesh Chaudhary	1/5	Gan
Eddie Loya	1/5	Rus
Rajesh Dalwani	1/5	Bar
Lance Konderla	1/5	Nac
Kartik Thathagar	1/6	Gan
Kayla Bray	1/6	Luf
Dominiquea Mcfadden	1/6	Dal
Tiffany Richard	1/6	Luf
Shubham Jain	1/6	Gan
Reynaldo Vasquez	1/6	Nac
Aliasgar Lokhandwala	1/6	Gan
Amanpreet Sodhi	1/6	Gan
Maulik Acharya	1/6	Gan
Demetris Mckinney	1/6	Luf
tashana grant	1/6	Jam
Whitney Peters	1/6	Dal
Garrick Mccoy	1/7	Luf

Susieanna Gray	1/7	Nac
Vishal Chandiramani	1/7	Gan
Valerie Walker	1/7	Rus
Jordan Early	1/7	Nac
Bobbie Garner	1/8	Nac
Brittani Stone	1/8	Luf
Abdul Mannan Sheth	1/8	Bar
Jayant Singh	1/8	Gan
Corinna Yawn	1/9	Nac
Himanshu Mistry	1/9	Bar
Leonard Jackson	1/9	Hun
Monal Parmar	1/9	Gan
Crystal Prier	1/10	Dal
Andria Collins	1/10	Luf
Ashanti Green	1/10	Nac
Teresa Weaver	1/11	Nac
Chirag Bhavsar	1/11	Bar
Joy Vance	1/11	Dal
Nayan Chaudhary	1/11	Gan
Pratik Betavatkar	1/12	Bar
Pratik Thaker	1/12	Gan
Michael Parmer	1/13	Rus
Vaughn Johnson	1/13	Jam
Steven Ray	1/13	Luf
Chastity Jefferson	1/13	Luf
Dixit Modi	1/13	Gan
Shreyas Shankar	1/13	Bar
Kaylene Eckels	1/15	Nac
Arvind Jha	1/15	Gan
Barbara Reagan	1/15	Nac
Shekyria Floyd	1/15	Dal
Jody Harp	1/15	Nac
Destiny Cooper	1/15	Luf
Destiny Jacks	1/15	Rus
James Titus	1/16	Nac
Ana Walker	1/16	Luf
Kendhall Ingram	1/16	Luf
Audrey Wright	1/16	Jam
Brenda Upchurch	1/17	Luf
Jasmine Peoples hubbard	1/17	Dal
Alyssa Tovar	1/17	Dal
Amit Solanki	1/18	Bar
alisha hornbuckle	1/18	Nac
Lijoy Jose	1/18	Gan
Meghan Smith	1/19	Luf
Andrea Baker	1/19	Jam
Sameer Bhatnagar	1/19	Gan
Mckayla Corbett	1/19	Luf
Kirti Pandey	1/20	Gan
Quanika Stephens	1/21	Dal

Dominique Dunbar	1/21	Dal
Cristal Kersten	1/21	Rus
Dharmindersingh Shergill	1/21	Bar
Abhishek Shukla	1/22	Gan
Marvin Moodie	1/22	Jam
Tavas Davis	1/22	Luf
Bjorn Lee	1/22	Gan
Chirag Majithiya	1/22	Gan
Pramod Datania	1/23	Gan
Melissa Wood	1/23	Nac
Khushboo Jain	1/23	Gan
Cristal Camacho	1/23	Nac
Virginia Wolfe	1/24	Rus
Ramona Blair	1/24	Jam
Jitendra Gautam	1/24	Bar
Kaneisha Grisby	1/24	Luf
LaShanica Thorpe	1/25	Jam
Matthew Rocco	1/25	Nac
Mykeia Deckard	1/25	Nac
Tiffany Teafatiller	1/25	Nac
Kevin Pereira	1/25	Gan
Frema Belville	1/25	Hun
Rickey Cline	1/25	Nac
Ashutosh Pandey	1/26	Gan
Shabbir Kagalwala	1/26	Nac
Ajay Tiwari	1/26	Gan
Veena Shetty	1/26	Gan
Rajkumar Tiwari	1/26	Bar
Terry-Anne Palmer	1/26	Jam
Dominique McGill	1/27	Dal
Sharayvious Lampkin	1/27	Dal
Manoj Lohana	1/27	Gan
Deena Taylor	1/28	Hun
Vaibhav Shah	1/28	Bar
Phurailatpam BinduraniDevi	1/28	Bar
Samantha Cantrell	1/28	Rus
Zachary Howard	1/29	Nac
Kristi Buelow	1/29	Nac
Steven Crasta	1/29	Gan
Naitik Gondaliya	1/29	Gan
Shawanna Beaver	1/29	Dal
Rohit Kumar Bhattad	1/30	Gan
Georgette Palmer	1/30	Jam
Vipul Bhagdev	1/30	Gan
Mayank Kutmutia	1/30	Gan
Christopher Guiton	1/30	Rus
Kenisha Jarrett	1/31	Jam
Anthony Thorpe	1/31	Jam
Amit Pavlankar	1/31	Gan



# CREATIVITY

**ETECH** defines **CREATIVITY** as purposefully seeking to think outside the box to solve problems; finding new and resourceful ways to do things; and encouraging others to brainstorm, think creatively and share ideas. An employee who consistently looks for solutions to problems is one who thinks **CREATIVELY**.

