



# Newsletter JULY 2015

## HAPPY 4<sup>th</sup> OF JULY



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# NEWSLETTER JULY 2015



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

In January of this year, we met as a company to review our 2015 Business Plan and share some of the key goals we set for 2015. As this year is moving along quickly, many of you have asked how are we doing?

The good news is that as a company we continue to be blessed with opportunities to grow our business. This in turn leads to opportunities for each of you to grow professionally as well as providing Etech the resources to give back to our communities. The good news is that the second half of 2015 is set up to be an exciting 6 months with unprecedented growth and opportunities!

Now is the time that we must come together like never before in order to deliver on our customers' expectations and make a remarkable difference. We have several new and exciting programs being implemented now and over the next couple of months in addition to the continued expansion with a few key partners. It is critical that we execute flawlessly!

The key to our success is **TEAMWORK**. It was once said that "Teamwork is the fuel that allows common people to obtain uncommon results." Teamwork is what will enable ETECH to close out 2015 in record setting fashion!

Over the years, I have had the opportunity to be part of successful and unsuccessful teams. What I have observed is that there are 5 common characteristics that successful teams share. I have summarized those characteristics below:

**1. Successful Teams Understand the Big Picture:** Every leader of **ETECH** must understand our mission and our purpose. Furthermore, it is the leaders duty to ensure that every one of their team members understand the big picture, understand how they impact the big picture and fully embrace the fact that the more successful they are in their role, the more successful **ETECH** will be, which will in turn enable us to invest back into them, our company and our communities.

- 2. Successful Teams Have Fun Together:** It is a fact that the more a person enjoys what they do, the more successful they will be. Are you creating an environment within your team that is fun? Are you allowing your team members to enjoy you and enjoy each other? Successful teams don't have to constantly look for creative ways to have fun, they just have it!
- 3. Successful Teams are Transparent and Real:** The more real you are with your team, the more real they will be with you and each other. When this happens, trust and camaraderie develops which inspires each team member to become committed to the team, to the mission. Successful teams consist of team members who are committed to the team. If your team members are not committed, then they are not ... there is no in between.
- 4. Successful Teams Celebrate Victories:** Big or small, successful teams recognize and celebrate victories on a regular basis. You will find out that the more you praise and celebrate, the more reasons there will be to praise and celebrate!
- 5. Successful Teams Don't Avoid Conflict:** Over the years, I have observed that the more committed team members are to the team, the more comfortable and likely they are to disagree and challenge each other. Committed teams know how to fight!! Committed teams say what is on their mind, get issues out in the open, respect each other's views and work towards an agreeable resolution. The cool thing is that once they agree, the issue is resolved and nobody else will ever know there was a conflict. Imagine how awesome that would be if we could integrate this into the **ETECH** culture!

Thank you all for everything that you do to make **ETECH** a great place to work and play. I choose to bring a positive attitude to work each day. I will choose to persevere, to encourage, to value each of you and to be a great team player. Will you choose to join me?

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 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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## Congratulate Courtney Colston

Etech Dallas would like to congratulate Courtney Colston on the birth of his son, Kiaden. Kiaden was born on July 30, 2015 weighing 6lbs, 03oz.



## Etech Employees save life of Lufkin Texas, Coworker

On 6/17/2015, two Etech team members received recognition for their quick response as a fellow team member began to have a massive heart attack while at work. Jared Green and Jennifer Harkless, employees of the Lufkin Center did not hesitate in giving Cardiovascular Resuscitation (CPR) to Esther Bollier. While keeping in contact with 911 authorities, Green and Harkless continued to give life saving CPR until Emergency Medical Services Ambulance crew arrived and took over. Bollier was immediately taken to surgery where doctors were able to determine she had experienced a massive heart attack. It was reported by the treating physician that without the immediate CPR given by Green and Harkless on the scene, that Bollier would not have survived. Bollier has recovered fully and is now back at work. For their personal action, quick response and courage, Jacob Green and Jennifer Harkless were recognized by Etech and Safety Manager Ralph Ervin.



## Nac Gives Back to the Martin School of Choice

Nac employees enjoyed a painting party to help the Martin School of Choice in July. The center has partnered with the Martin School for several years, providing mentoring, teaching leadership and life skills courses, and assisting with small rewards to encourage the at-risk students who attend. Sheila Cain, Mike Owen, Nancy Pratt, Brittany Cole, Brandon Hodges, Sterling Coker, and Brianna Ramsey spent the day painting the counselor's suite to brighten it up and create a more inviting feeling, instead of the old Dijon mustard color it had been. The staff was thrilled with our efforts.



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## Etech Dallas R&R - Take Me to the Ball Park2



## Etech Dallas Anniversary

Congratulations to Elisa Morales (left) and Alyssa Tovar (not pictured) for completing 1 year of service and Claudia Echeverria (right) for 2 years of service with Etech.



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## Announcements



We're pleased to announce **Gurudatt Medtia** as the new **Senior Director of Program Implementation** for all our Etech Global services centers.

Guru's primary focus will be to ensure that

Etech continues to exceed all of our client expectations across all centers. Guru is one of the pioneer members of Etech India and has contributed to the strategic direction for the company as a whole. Gurudatt joined Etech in 2003 when we established our first India center in Gandhinagar, Gujarat. As the first operations leader he, along with his team, was responsible for all the pilot launches of Chat (web based) and Voice -- Outbound and Inbound -- campaigns in India.

Guru has a record of effectively managing Etech's Gandhinagar Center since 2003, delivering significant improvements in revenue, profit, productivity, and customer satisfaction year over year. As Senior Director he consistently established cultures of honesty and integrity, while achieving service goals. He has indirectly

managed IT, Program Implementation, New Business Development, the Quality Assurance team and made a remarkable difference to our customers. He has a great understanding and experience in on boarding new clients and delivering results.

From 1998 to 2003, Gurudatt worked in the United States in New Jersey in a Software Consulting firm. He led software developers' work on various projects.

Gurudatt holds a Masters Degree in Software Science from BITS, Pilani (Rajasthan, India). He's married to Jayshree, who is an online Math tutor for Davenport University (Michigan). They have a 15 year old son, Abhijeet, who aspires to be a software programmer.

Guru loves sports and especially soccer. He is a huge fan of the Liverpool football club (English premier league) and LeBron James. He is an enthusiast traveler and has travelled to many countries including the USA, UK, Ireland, China, UAE, Malaysia and India.

The quality of dedication and customer satisfaction is very important for Etech's long-term success. We look forward to Guru's ability to add considerable value to the Program Implementation team from his wealth of diverse experience.

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We're pleased to announce the promotion of **Kunal Patel** to **Sales Leader**.

Kunal Patel had joined Etech on 1st March, 2011, as an Asst. Coach Intern on the C2C program and was successful in delivering quality results exceeding our business expectations. He possessed good knowledge on all the campaign requirements. He was successful in handling a team, with his excellent communication & coaching skills along with his team work. He believes in famous quote by Bob Hooley, "If you are not taking care of your customer, your competitor will."



Kunal has achieved Masters in Information Technology degree from Middx University (England). He is a father of 2 beautiful daughters; Madhvi & Gracy aged 12 & 6. He loves cooking and exploring new places. He also likes playing Football (Soccer) and he is a big fan of team Arsenal (English Premier League). He is a fun loving guy with a lot of energy and believes in "Work hard and party harder".



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We're pleased to announce the promotion of **Harsh Vyasa** to the position of **Sales Coach**.

Harsh was rehired at Etech in April 2009 as a TSR. During his previous tenure, he worked in several voice programs. After being rehired, he started off with voice programs and was later shifted to C2C process. He got promoted as Mentor and then as Assistant Sales Coach Intern in Nutrisystem C2C in due time. As an Assistant Sales Coach Intern, he was given the opportunity to work closely with the leadership of our C2C programs which helped him grow as Assistant Sales Coach.

His restless nature to drive performance through a lot of research and investigation has helped Etech to build a strong and consistent relationship with the Client. His interests are watching movies, traveling and spending quality time with friends

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We're pleased to announce the promotion of **Ashwini Kumar** to **Senior Director of Operations**, Baroda.



As a Senior Director of Operations, Ashwini will continue leading the end to end delivery of all functions at our Vadodara center along with launching and growing the site to the maximum capacity. His expertise will be leveraged towards Global Operations strategy and optimization of performance and profitability. In addition, Ashwini will work closely with his team, supporting departments, other center directors and our client partners to ensure:

1. Expectations are understood and results delivered which meet and exceed KPI targets with consistency
2. Trusted Advisor relationships are built and nurtured with all clients to accelerate growth and transformation
3. Aggressive preparation and development of our teams through ongoing Remarkable Coaching training, certifications, succession planning, and resource sharing
4. Internal Etech KPI's are achieved with consistency (Retention, Utilization, Winning Culture, Revenue and Profitability)
5. As Senior Director - role model, mentor and support other centers to drive best practice sharing and create a One Etech culture

Ashwini has a rich work history with more than 17 years of diversified experience in the BPM/KPM industry. He carries an immense expertise of the telecom, retail and consumer products, education, RIM, SCM, satellite services, business analytics, logistics, travel, utilities/energy and BFSI verticals. He also has experience in new business, transition, migration, analytics and MIS domains of the BPM/KPM industry along with the setting up of 'centers of excellence' (global service delivery) for the industry at Pune, Mumbai and Gujarat in India.

Ashwini is one of the pioneer members of Etech India and has contributed to the strategic direction for the company. He joined Etech in 2005 at our first India center in Gandhinagar, Gujarat. He launched and made

several programs successful during his stay at Etech. He was moved in Oct 2006 to launch and set up our global delivery center at Vadodara, Gujarat. Since then he has effectively managed end to end service delivery, profit, productivity, leadership development and customer satisfaction year on year basis consistently. He has worked on several global operations projects effectively coordinating with onshore/near shore and offshore partners and indirectly managed several functions for multiple centers with great coordination and positive influence.

Ashwini holds a Masters Degree in Business Administration (Operations Management) from SIET (India) and is a certified six sigma green belt professional from PPDCA, Ministry of MSME (Government of India). He is recently certified as a business analyst (CBA) from Manipal Academy of Global Education, Manipal (India). He is eagle by behavioral style and audio/visual by learning style.

Ashwini is married to Ranjini who is a teacher by profession. They have a 7 year old daughter, Jiya, who is a base level Indian classical dancer and aspires to be a space scientist cum chef. His father is a retired military officer and mother is a pious housewife.

Ashwini loves tabla (musical instrument) playing, traveling (mainly by Indian railways to explore forgotten heritage and cuisines), and listening old songs of Kishore Kumar/classical music, reading mythological and historical books. He likes to stay abreast of all international and national news/affairs. He follows World Cup Soccer closely and is a big fan of Messi (Argentine soccer legend).

In order to fulfill his aspirations to work for his local community and one day for his native state or country he is continuing his studies and working on completing his PhD in Rural Governance by 2017-18. He is connected very well with the local community and BPM/KPM industry via several projects he is currently working to improve the life of underprivileged children and branding BPM/KPM industry as a career within the Gen Y. He is also an EC member of GESIA Gujarat and heads HR/people development task force. He is an active member of NASSCOM and Yi (CII) and is also involved with the local community leaders in the Swatch Bharat Mission task force at Vadodara.

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We're pleased to announce the promotion of **Rajendra Dabhi** to **Assistant Director, Gandhinagar Operations**.

In this key role, Rajendra will work closely with the Gandhinagar Operations Leadership to ensure:



1. Customer expectations are understood and results delivered which meet and exceed client KPI's with consistency
2. Trusted Advisor relationships are built and nurtured with all clients to support and accelerate growth goals (customer and Etech)
3. Aggressive preparation and development of our team through ongoing Remarkable Coaching training, certifications and succession planning
4. Internal Etech KPI's are achieved with consistency (Retention, Utilization, Winning Culture, Revenue and Profitability)

Rajendra has demonstrated the ability to meet & exceed client expectations, nurture customer relationships, and identify and grow a strong leadership bench. His ability to deliver results and connect with people, makes him an ideal candidate to fill this key role.

Prior to joining Etech, Rajendra worked in various leadership positions with companies like Dell and Hewlett Packard in the technical support arena, and brings 13+ years experience in the IT, ITES and BPO industry. Raj began his career at Etech in September of 2009 as a Project Leader for College Bound Network, and since that time has led many diverse programs.

Rajendra holds a degree in commerce. He lives with his wife Sruthi, who works as a Project Manager for a multinational software firm, and his 7 month old son Udai. In his spare time, Rajendra enjoys spending time with his wife, son and parents, cooking for family and friends, listening to music, and watching animated movies.



We're pleased to announce the promotion of **Jitendra Prajapati** to the position of **Assistant Team Leader**.

Jitendra joined Etech in February, 2008 as a Voice agent. He has also worked in various other Etech campaigns. His passion to work with dedication and helping nature was identified by ETPL leaders and he was identified as a prospect leader at Etech. In August 2011, Jitendra was promoted as a Sr.TSR for Shipping Easy. He was then promoted to Assistant Lead Intern in the month of October 2013.

During his employment with Etech, he received many certificates for winning the monthly Quality and Top Performer Awards. Jitendra always displays flexibility with his work schedule and takes on any job that is required of him. We are confident with his leadership and coaching, he will not only help the campaign become more successful, but also help grow the Nutrisystem relationship for future business opportunities.

Jitendra has a degree of B.A in English Literature and above 7 years of experience in the Customer Service and BPO industry. His dedicated nature and diligent working style helps him to move ahead.

Jitendra has been married to his lovely wife Sonal for 3 years. He likes visiting new places with friends and playing cricket. Also, he likes to try different kind of food varieties.

We're pleased to announce the promotion of **Sunilkumar Patel** to **Operation Leader** at the Gandhinagar center.

Sunil (who also goes by the name of Sunny because of his always smiling face and personality) joined Etech on 3rd Feb 2009 as an Online Chat Representative for one of our C2C campaigns. He has been successful in delivering quality results exceeding our client's expectations for all the assignments given to him. Sunil carries more than 7 years experience in BPO industry and has been selected for this position because of his focus towards process improvement, coaching skills, and good analytical skills.

Looking at his performance and dedication, he was moved to leadership profile within a year of joining Etech and was able to deliver on all the challenges given to him. During his tenure with Etech, he has played important roles in launching and growing various campaigns. He is also helping our QA team in Nacogdoches to support our Premium Wireless C2C Campaign.

In his leisure time, Sunil likes to watch movies, spend time with his family and friends and play online strategic games.



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We're pleased to announce the promotion of **Antul Kaul** to the position of **Operations Leader**.

Antul joined Etech on June 23, 2008 as an Online Chat Representative for our Premium Telecom C2C Campaign. During his tenure as an OCR, he showed great understanding and learning skills. Considering his performance, he

was promoted as a Mentor in 2008; wherein, he showed continued performance & consistency. He, along with his team, was instrumental in the successful pilot batch launch of the major chat campaigns at Etech Gandhinagar. During his seven year tenure with Etech he was promoted as Asst. Sales Leader (Nov 2009) and then as Sales Leader (May 2012). He has always been dedicated towards the roles and responsibilities handed over to him. He has strived to perform well and has exceeded the expectations throughout his association with Etech.

He holds a Bachelor's Degree in Electronics and Telecommunications from Hemchandracharya North Gujarat University, Patan, Gujarat. He loves outdoor sports, especially Motorsports and is a huge fan of Sebastian Vettel and FI. He is an enthusiastic driver. He loves to spend spare time with his family and enjoys watching English TV series and cricket.

We're pleased to announce the promotion of **Bhavesh Oza** to the position of **Operations Leader**.

Bhavesh started his journey with Etech back in June 2005 with a voice campaign and just completed 10 years as well! He has worked in different voice processes for over three years before moving to Click to Chat programs in 2009. C2C was something he really was fascinated to work for hence, he transitioned to a C2C program. He has worked with various C2C programs since then.

He has produced very strong results throughout and has consistently exceeded the client's expectations. It was the performance of the chat team and sheer trust of Nutrisystem client that they provided us with extra responsibility in a form of Customer Service Email support campaign. He possesses good analytical and communication skills. He is soft spoken, meticulous in nature and is conscientious. His sales and customer service skills have really helped him and many grow in the company.

He holds Masters Degree in Commerce from Gujarat University with specialization in International Banking. He is blessed with a baby girl, Yashvi, who's 20 months old!

His hobbies include listening to black metal music, drawing, and traveling different places especially the cold ones. He wishes to visit Antarctica and Siberia one day!



We're pleased to announce the promotion of **Dharmesh Bhatia** to the position of **Trainer (EL & Soft skill)**.

Dharmesh Bhatia started with Etech in August 2012, as a Sr. Online Chat Representative. He has over 10 years of experience spread across different domains like Voice, transaction processing, Chats & handling Customer Services. Dharmesh was honored with awards on Quality / Voice of customers many a times as an agent; his quality of work, good communication & customer service skills helped him getting promoted as a Floor Trainer for English Language & Soft skills in June 2013. As a language trainer, his primary focus has been to help people across the board in English language.

Apart from handling language training batches & organizational development sessions for our people, he has also been supporting the one of our Premium C2C campaigns by conducting Product training since Jan 2015. The streak continues with getting more awards for excellent work in his current profile. Some of his achievements also include getting the Leadership awards for "Humility" (2013), and "Valuing People" (2014).

Dharmesh moved from a metropolitan city - Mumbai to Baroda with doubts & questions in his mind about the decision taken. Looking back over the years with Etech, he is glad taking the right decision. It has now been almost close to 3 fun-filled years gaining knowledge & experience, and still going strong with the willingness to learn new things every day. He has been adaptable & has always been ready to take challenges as they come. In his leisure time, he likes spending time with his child & family. He also like watching movies & listening to music.

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We're pleased to announce the promotion of **Hardipsingh Rathore** to **Sales Leader**.

Hardipsingh Rathore joined Etech as team member in June, 2006 and worked for 20 months. He received Top performer awards multiple times. He then moved to UK for his management course. He joined back

in February, 2013 as an Assistant Sales Coach. He was successful in handling a team with his excellent team working ability & coaching skills. He received the Team Work Leadership award for the year 2013.

Hardipsingh is an MBA from Middlesex University London and is a national level football player. His interests are travelling, playing outdoor sports, and spending time with his cute and adorable daughter Harshvika. He is a fun to be around with.

We're pleased to announce the promotion of **Kaushik Prajapati** to **Sales Leader**.

Kaushik joined Etech on February 16, 2009 as an OCR. He delivered great results during his tenure as an OCR. He has over 8 years of experience in the BPO industry.

He was promoted as an Assistant Sales Leader in C2C team campaign in July 2014. During his tenure with Etech, he was also honored with many certificates for excellent performance. Kaushik holds a degree in Computer Science.

Kaushik was blessed with a cute baby boy 6 months ago and his name is Riyaan. He loves to spend time with his family. In his spare time, he enjoys watching movies and playing games online. He is a big fan of "Clash of Clans" game. He is known as "Kody" on the floor.



We're pleased to announce the promotion of **Dharmesh Patel** as **Sr. Leader (L&D)** for Baroda center. Dharmesh primary focus will be Specific / Targeted training and development actions with deliberate expected outcomes to be delivered, leading the L&D Team, Product & OJT process management for all operations campaigns. Ensuring all new programs are launched with excellence, identifying and implementing strategies and tactics which will provide continuous improvement and customer experience. He will continue to own the monitoring/inspection and development of interns and above level leaders across departments for the effective

implementation of the Remarkable Coaching Tactics while leading by example.

Dharmesh joined Etech on 4th August 2008 as a Trainer for our C2C campaign; wherein, he showed continued performance & consistency for Learning & Development. He has an experience of more than 8 years in the BPM industry. He is instrumental in developing and growing L&D team at Etech Baroda and making the center competitive and growth oriented. His professional goals are to continue to combine his knowledge and experience in Organizational Development, providing assistance in Employee Training and Development. He is an active member of Etech Baroda Brand and WLB team. Regarded as one of the flamboyant anchors for most of the colorful events organized in the centre; **his bird (behavioral) style is peacock and learning style is visual.**

Dharmesh is blessed with a son and loves to spend time with his family. In his spare time, he enjoys playing music, watching Sci-fi movies & playing volleyball.

We're pleased to announce the promotion of **Subodh Pradhan** as **Senior Software Developer**.

Subodh is an MCA graduate, from small village in Jharkhand. He started his IT Career in Mumbai where he had his first project for Nestle Inc (Located in Moga-Punjab). He was recognized many times at his previous company for his performance and database optimization.

In his personal time, Subodh likes to paint and sketch. Subodh has summarized his attitude about life and work with this quote: "Stay Positive and Live The Colorful Life." He lives this ideal by always keeping a positive attitude about the challenges we encounter and engaging with very positive energy.

Most recently Subodh has been helping optimize reports that were taking several minutes to run; getting them down to just a few seconds instead. This is just one example of where he has been willing to add to solutions that were already in place with a great attitude. He has also done a lot of work in preparing our ICE software for improved deployment and testing procedures and played a major role in developing the new Nomad 2.0.





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We're pleased to announce the promotion **Dhaval Trivedi** to **Project Lead for Campaign Development**.

Dhaval started his career as a Jr. Developer with Etech in January 2012. In this role, he provided back-end research support to our Onshore and Offshore Operations Team. Within a year he was promoted to a Developer where he provided efficient solutions for voice and email campaigns. He has excellent knowledge of all campaigns and has been actively involved in some of our crucial programs such as CompliancePoint, Findlaw, and TWC. He is very helpful and remains calm even under pressure.

Dhaval has his B.E. in Information Technology degree from IETE. He has participated in several events during his school time. In his spare time, he likes to spend time with his family and likes to develop automation with IoT devices while exploring new technologies.

## Handicrafts Exhibition

"We believe that **women** unskilled and disadvantaged can change their own world. And then, like a ripple turning into a tide, **women** can change our world."

- *Creative Handicrafts*

Friends Society - Ladies wing supports underprivileged women for self employment. This team of Friends Society teaches women the skills of embroidery, patch work, recycling goods, and much more that can bring Economic Empowerment for these women. The women prepare various kinds of handicraft items and earn their living. They create exquisite and exceptional textile products with their signature handwork and appliqué in dresses, home furnishings, and accessories. Today these women artisans are confident enough to make their own decisions within the family as well as in different external groups.

A gesture supporting their will to beat odds - **Etech Baroda Corporate Social Responsibility Team** organized a handicrafts exhibition.

A huge range of handicraft items was showcased, and our employees grabbed the opportunity with both hands and purchased the handicrafts for a great cause. This was an attempt from our end to give back to the society and make a remarkable difference for the less privileged.



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## 11 Years Milestones!

**Rashmin Barot, Assistant Director of Technology Operations India**

Rashmin Barot, an Electronics & Telecom Engineer, joined Etech family in July 2004 as a System Administrator. Later he moved as a Technical Lead at Baroda Centre. He played a vital role in establishing the Baroda Centre.



During his tenure he won Courage 2007 & 2008; Creativity 2009 & 2010; Vision 3 times 2011, 2012, and 2013.

Rashmin likes playing cricket. When not at work, he enjoys spending time with his family.



**Radhika Sikligar, Lead Reporting Analyst**

Radhika joined Etech family in July 2004 as an Operation Support Specialist. She is a Computer Engineer.

Radhika leads the reporting team and has been an outstanding performer. She is fun-loving person. She likes spending time with her 4 years old daughter.

**Divya Barot, Executive - HR & Admin**

Divya Barot joined Etech family in July 2004 as an Admin Assistant. She has completed her Masters in English literature and is also Visharad (Graduate) in Indian dance style Bharat Natyam.



Ever smiling Divya loves exploring new places and likes going on trips!



**Dilip Upadhyay** joined Etech family in July 2004 as a driver and moved up the rank to be the Transport Coordinator. His association with Etech is marvelous. His 24X7 availability is credible.

While not at Etech, he likes spending time with his family!

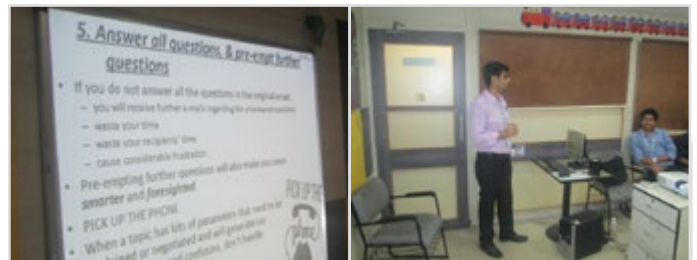
## Potluck

Potluck is a gathering of people where each person gets some food and shares it with the others on the team. It gives people an opportunity to try various kinds of food items under one roof. On the first day of training for our Premium C2C Telecom Campaign at Etech Gandhinagar, we were surprised to know that a lot of trainees love cooking. Seeing this love for cooking, the team decided to organize a Potluck. Every team member reveled in the joy of the moment. What a better way to bond than breaking bread together!



## OD Session - Email Etiquettes:

The Learning & Development Team at Etech Baroda organized an OD session on Email Etiquettes. The training was attended by a good number of TMs conducted in 3 slots.





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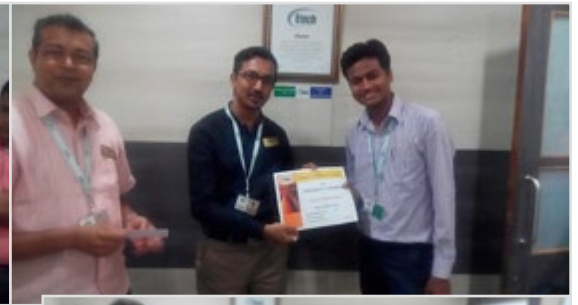
## Aspiring Leader's Program

Aspiring Leader's Program is aimed to enable those who have the ability and desire to pursue the management track within the organization to make informed decisions on their career path and be in a position to make a successful transition. The program is designed for team members who aspire to and demonstrate managerial leadership potential, and may not currently have supervisory or management responsibilities. It is a reflective and shared learning experience focused on managerial leadership development within organization's business context.

Leader-led, team and self-directed learning activities enable participants to explore and refine their personal managerial leadership philosophy and beliefs through self-reflective activities and interaction with focused peers.

With this spirit, we completed first online Aspiring Leader program (7 weeks) at Baroda center. Following 8 team members are graduated. They truly deserve heartiest congratulations for their dedication, flexibility and hard work.

1. Rinjalkumar Pandya
2. Rahulkumar Mehta
3. Dhaval Gajjar
4. Jaykishan Sharma
5. Sunny Tandon
6. Punit Rathi
7. Shruti Brahmbhatt
8. Mitul Maheshwari



## Chess Tournament

Etech Baroda's Work Life Balance Team organized "Chess Tournament." The Grandmaster was chosen between 36 participants battling through 5 rounds. After 20 days of grueling competition, **Anand Akolkar** beat **Parvez Mansoori** via checkmate in a game that lasted little under 55 minutes to claim the Grandmaster title. Congratulations, everyone!



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## Games & Contests

It's winning time!

The team at Etech Baroda ensures that each day spent at work is worth. The team organized various games to keep up the fun and gusto levels.



## Blood Donation Camp

A step towards making remarkable difference within our community...

Baroda Corporate Social Responsibility team with Friends Society and SSG (Shri Sayajirao General) Hospital successfully organized a blood donation camp on July 21, 2015, at our Baroda center. The camp was visited by 50 interested donors, and we donated 42 units of blood to SSG hospital. The donated blood units will be given to the less privileged patients, who can't afford blood from the private blood banks, at no cost. We appreciate all the donors for coming forward and helping the cause.



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## Iftar Celebration

Iftar is one of the religious observances of Ramadan and is often done as a community, with people gathering to break their fast together. Supporting this cultural diversity the WLB Team at Etech Gandhinagar hosted an Iftar Party for all Muslim Friends. Menu consisted: Roohafza, Fruits, Dates, Chicken Biryani, Chicken Tangdi, Chicken Samoza. Everybody had a blast and some memories to remember!



## Fitness Awareness

A regular exercise routine boosts your energy level and physical stamina, making everyday chores less taxing. An active lifestyle can improve productivity, lighten your mood and make it easier to focus and concentrate on your daily tasks. Planning and sticking with a fitness program also builds confidence and improves self-esteem, all while reducing tension, relieving stress and lessening mild anxiety and depression symptoms.

Keeping this objective in mind, Etech Baroda organized an awareness session on fitness for well being of our TMs. We invited an expert from the field of fitness to conduct a session for our team members. **Mr. Bhushan Jadhav**, a renowned fitness expert from a well known fitness gym in Baroda, shared valuable information and answered questions from team members. Not only did he aid in dispelling tons of myths about health and other “so called diets”, he gave few tips on how to quickly relieve stress in few minutes considering how busy we always are!



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## Act of Philanthropy

“Light up your own life by lighting up another’s”

Baroda CSR team visited an NGO - Don Bosco Snehalaya - and distributed Books and Stationary kits to 80 + children who thoroughly enjoyed the gifts with innocent smile on their face. We spent some quality time with the kids and even danced with them on few of the famous Bollywood numbers.

Icing on the cake for the kids was the ‘Muffins and Chocolates’ that we distributed during the activity which brought a different level of excitement.

Don Bosco Snehalaya is situated in the heart of Baroda City and came into existence on May 24, 2001. The basic objective of this Snehalaya is to provide shelter to the children living on the railway platforms and on the streets, who need care and protection. This snehalaya provides food, clothes, medicines, recreational facilities, counseling, job placement, contact with their kith or kin, and vocational training. They are given opportunities to interact with public, to showcase their potential and talent. This helps them to develop their self-confidence and the consciousness that they too can contribute something to the society.

We thank all the Philanthropists of Etech Baroda who either donated or funded notebooks, stationary, muffins & chocolates, and for taking out time and volunteering for the event.



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## CAT Activity

*"He who opens a school door, closes a prison." - Victor Hugo*

With the Vision for helping the poor get Education that they deserve, the Community Action Team at Etech GNR took up the task to support children with notebooks and a few other stationary items. There are so many families who cannot afford buying notebooks, pencils for their children while they attend the government sponsored schools. We did our bit to support 40+ students via an NGO - **Mansi Mahila Seva Sakhi Mandal**. This NGO primarily works with women to train them with some vocational skills and help them earn their livelihood. The books were donated to the children of the women who are associated with the NGO.

We'd like to thank all the employees at Etech GNR who contributed to the success of this event by donating notebooks, donating funds for buying books, and volunteering for the event.



## Fun on the C2C Floor - Etech Gandhinagar

Our Premium C2C Team at Etech Gandhinagar came up with exciting games and contests to keep up the motivation level on the floor and drive performance in the right direction. The team played Mega Bingo with over 70 participants, Hot Potatoes, Friday Movie Nights, Talent Show, Carom Contest, and many other games.





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## OD Session - Self Motivation

Etech believes in empowering individuals with skills that would facilitate success. The Learning & Development Team at Etech Gandhinagar completed 3 slots of OD Trainings for TMs for **Self Motivation**.

We'd like to thank all the leaders for encouraging their TMs to participate in this session and making this Etech initiative a grand success. We initially planned 2 slots for this training, and owing to the number of registrations, we added one more slot. All the TMs actively participated, exchanged thoughts, learnt, re-learned a lot of things that would help them boost up the motivation level in themselves. In all, **96 TMs** attended this training.

- Self Motivation was a great session for me - to built small goals and achieve the short term objectives.  
- **Manish Parmar** - QA, EMS
- I felt this was one of the best 1 hour I had in my life, and this will help me to be self motivated and help me to face all the challenges & obstacles of my life. - **Anonymous**
- This OD Session of Self Motivation really gave me boost to complete my goals. I can visualize what I actually want in life and what is worth for me. - **Divya Rawal**, Jr. Recruitment Specialist.
- The session was really great! It will definitely help people to have positive approach towards work. It was a session which helped people look within themselves to channelize their energy towards their goal.  
- **Maulik Mehta**, Jr. Recruitment Specialist.
- The training session was awesome. It was re-learning for me; however, it gave me more positively to drive my goals. Few different aspects to see the situation & to overcome from that situation successfully. Thank you!  
- **Radhika Sikligar**, Lead Reporting Specialist



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## Gully Cricket Tournament - 2015

Gully Cricket, a.k.a. Street Cricket, is a game of cricket played in a stadium as big as a lane with houses on both sides. The Work Life Balance at Etech Gandhinagar organized -Gully Cricket 2015 - 5th year in a row; this is one of the most awaited events every year. In this contest, each team comprises 5 players -4 male and 1 female. Each side plays 5 overs with restrictions of hitting outside the boundary lines. If you directly hit outside the boundary line, you are out.

We had 25 team register for this tournament. This fun-filled tournament saw many ups and downs from the change in venue to many strong teams being knocked out in the league stage and underdogs reaching the semi-finals. We had many close encounter games and the complete tournament was spectacular.

The finals came to brilliant end with **“Team Killers”** winning the championship by defeating defending champions **“Rising Stars”** in a closely contested match.



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## Monsoon Fiesta 2015!!

The fragrance of wet mud (Petrichor) & some warm snacks with hot tea is the best thing that can happen to an individual on a rainy day! This even gets better when you get this in office.

Etech Gandhinagar celebrated the onset of Monsoon by organizing the **Monsoon Fiesta 2015**. The Work Life Balance Team sponsored the Fiesta for all the employees at the center. The Team Members were served Indian Vegetable Fritters, American Corn, and Indian Masala Tea. Everyone joined in a huge numbers to treat their taste buds.

...And this is how Etech Gandhinagar welcomed the onset of Monsoon and bid farewell to scorching summers.



## 1st Anniversary for one of our Premium Telecom Campaign

One of our Premium Telecom C2C Campaign celebrated its 1st anniversary at our Baroda center with zeal and enthusiasm. The Team Members had their share of fun by decorating their bay, enjoying the cake cutting ceremony, and playing games. They cherished each and every moment. Many more to come, team!



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## CAT: The Grand Etech Raffle Draw

The Community Action Team at Etech Gandhinagar organized a Raffle Draw. This raffle draw generated a lot of enthusiasm amongst the employees in the center. We had 9 prizes planned to be distributed to the winners; seeing the enthusiasm from the employees at the center, we added one additional prize, which was revealed during the draw. Ruchira Patel, Recruitment Leader, had worn her lucky cap to win 3 of the 10 prizes in the lucky draw. Mentioned below are the winners of the draw:

- 1st Prize - Duffle Bag - **Ruchira Patel, Recruitment Leader**
- 2nd Prize - Thermos Flask - **Ruchit Sisodia, Asst. QA Lead Intern- EMS**
- 3rd Prize - Philips Headphones - **Ruchira Patel, Recruitment Leader**
- 4th Prize - 3pc Pan Set - **Yatin Makwana, QA - EMS**
- 5th Prize - Couple Movie Tickets - **Goldy Macqin, C2C Team**
- 6th Prize - Couple Movie Tickets - **Yash Raval, C2C Team**
- 7th Prize - Couple Movie Tickets - **Nitish, Business Analyst**
- 8th Prize - Couple Movie Tickets - **Manan, Trainee - C2C Team**
- 9th Prize - Couple Movie Tickets - **Ruchira Patel, Recruitment Leader**
- Additional Prize - Couple Movie Tickets - **Praveen, Trainee - C2C Team**



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## Rewards & Recognition Ceremony - Etech Baroda

Like each month, the team at our Baroda facility made the Rewards & Recognition Ceremony more fun. It was exciting for our team here in Baroda to be rewarded for their excellent work done. We also organized a cake cutting ceremony for Team Members who celebrate their birthday in the month. Games & contests during the event added to the fun & gusto during the event.



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## Rewards & Recognition Ceremony - Etech GNR

The Reward & Recognition ceremony is to honor those individuals who stood out with their exemplary performance during the month. This ceremony brings in a wish for all. For those who win awards - they aspire to do it again and again, month over month; for those who don't - this provides motivation to work a little more to be there the month.






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## Character award winners for Valuing people-2014

Character Award	<i>Valuing people</i>		
Winner	<i>Ben Johnson</i>	<i>Rajendra Dabhi</i>	<i>Dharmesh Bhatia</i>
Photo			
Joined Etech on	June 21, 2010	1st September 2009	10th August, 2012
Current Role	Account Leader - Nacogdoches Center	Assistant Director, Gandhinagar Operations	Trainer
How they feel on winning the award	<p>"I was honored to be among those nominated for this award, being awarded based on others nomination means so much more. As a child my father instilled in me the golden rule "Do unto others..." I am honored to be recognized passing that along to all of you who I work with.</p> <p>Thank you!"</p>	<p>This recognition is extremely encouraging and reinforcing my trust in the 12 characteristic commitments. It makes me feel great and at the same time responsible to ensure that I remain consistent in my actions. I feel a sense of pride to be associated with Etech and follow the servant leadership.</p>	<p>This award plays an important role that inspires &amp; motivates me to perform even better than before. It's an achievement that I look forward to &amp; I'm honored to have received it again.</p>

# Birthdays in August



Melissa Ramirez	8/1	NAC	Dhiren Prajapati	8/12	BRD	Jasmine Dean	8/22	NAC
Sugra Kharkhariwala	8/1	GNR	Jay Patel	8/12	GNR	Tiffany Luce	8/22	LUF
Dusty Linville	8/1	DAL	Saurabh Verma	8/12	GNR	Michael Wingwood	8/22	NAC
Jay Totlani	8/1	GNR	Pamela Hill	8/12	NAC	Lottie Holcomb	8/22	LUF
Stephen Totemeier	8/2	NAC	Kelvin James	8/12	LUF	Ruchin Lakhani	8/22	GNR
Saumil Christian	8/2	BRD	Laneshia Johnson	8/12	LUF	Bhavesch Oza	8/22	GNR
Kamal Baxani	8/2	GNR	Puneet Mendiratta	8/13	GNR	Rutesh Dave	8/22	GNR
Tapan Samani	8/2	GNR	Kerie Steele	8/13	DAL	Rahul Koshti	8/22	GNR
Tejendrapalsinh Parmar	8/3	GNR	Samantha Setters	8/14	LUF	Anil Kirad	8/23	GNR
Animesh Sharma	8/3	GNR	Marcus Crowder	8/14	DAL	Charles Roquemore	8/23	NAC
Harry Taylor III	8/3	LUF	Shankar Uniyal	8/14	BRD	Elizabeth Cruz garcia	8/23	NAC
Ashley Johnson	8/3	LUF	Genise Green	8/14	DAL	Monroe Huband	8/23	NAC
Mahesh Barad	8/3	GNR	Chirag Parekh	8/14	GNR	Rahul Bhardwaj	8/23	GNR
Jacale Mcdaniel	8/3	NAC	Nikunj Raval	8/14	GNR	Cynthia Robinson	8/24	DAL
Rifaqat Hussain Jumani	8/3	GNR	Fenton Watson	8/14	JAM	Jaykishan Sharma	8/24	BRD
Ashish Shete	8/3	GNR	Prasad Karanjkar	8/15	GNR	Ashfaq Patel	8/24	BRD
Harry Taylor III	8/3	GNR	Nancy Jain	8/15	BRD	Denishia Elam	8/24	PAL
Patrice Jones	8/4	DAL	Melissa Roberson	8/15	LUF	Henry Gebhardt	8/25	NAC
Rosanna Innis	8/4	NAC	Sandeep Tekwani	8/15	GNR	Donald Silva	8/25	NAC
Isabel Lopez	8/4	LUF	Harshul Patel	8/16	BRD	Jermaine Harrison	8/25	LUF
Diya Chundawat	8/5	GNR	Lashondra Ellis	8/16	DAL	Matthew Chiddix	8/25	HUN
Jason Reina	8/5	NAC	Ruchit Sisodia	8/16	GNR	Sonia Rosales	8/25	RUS
Dharmesh Bhatia	8/5	BRD	Rene Reeves	8/16	NAC	Rahul Kumamekar	8/25	BRD
Varun Jain	8/5	GNR	Roopalakshmi .	8/16	GNR	Harshank Bhavsar	8/25	BRD
Preston Gilley	8/5	LUF	Valeria Castillo	8/16	LUF	Pranav Trivedi	8/25	BRD
Ishtiyaque Teli	8/6	GNR	Trey Sexton	8/17	NAC	Rocio Romero	8/26	DAL
Mohammed Uves Dudhwala	8/6	GNR	Ashwini Mahadik	8/17	BRD	Karen Williams	8/26	JAM
Shasaty Woodson	8/6	NAC	Mayra Barrios	8/17	NAC	Andrea Murray	8/26	JAM
Swajal Sinha	8/6	GNR	Shakia Johnson	8/17	NAC	Nimisha Vyas	8/26	GNR
Sadie Howard	8/6	NAC	Prashant Gehani	8/17	GNR	Rajan Arora	8/27	BRD
Jayant Sanehi	8/7	GNR	DhruvKumar Chaudhary	8/17	GNR	Meenakshi Shah	8/27	GNR
Delton Scott jr	8/7	NAC	Dipenkumar Rathod	8/17	BRD	Ajay Hemnani	8/27	GNR
Jignesh Vafoda	8/7	GNR	Aanchal Achnani	8/17	BRD	Diane Tabor	8/28	HUN
Karishma Manshani	8/7	GNR	Harsh Kohli	8/18	BRD	Ashish Bose	8/28	BRD
Karon Peterkin	8/8	JAM	Manjit Vaikar	8/18	BRD	Snohit Tailor	8/28	GNR
Hitesh Patel	8/8	GNR	Mayank Chauhan	8/18	GNR	Nycol Kapu	8/28	DAL
Timothy Hollis	8/8	LUF	Jaideep Arya	8/18	BRD	Rushabh Joshi	8/28	BRD
Antonio Maldonado	8/8	LUF	Cade Watson	8/18	NAC	Leigha Koepke	8/28	LUF
Alexia Watt	8/9	JAM	Kennesha Coleman	8/18	NAC	Robin Jain	8/29	BRD
Cotena Davis	8/10	NAC	Rajendra Kumar Khatri	8/18	GNR	Meru Dixit	8/29	GNR
Vidhan Jamar	8/10	GNR	Judian Hines	8/19	JAM	Nitish Dhotre	8/29	GNR
Marlon Edwards	8/10	DAL	Swara Jain	8/19	GNR	Melissa Alvarado	8/29	LUF
Darielle Price	8/10	DAL	Rakesh Pandya	8/19	GNR	Charmi Zinzuwadiya	8/29	GNR
Hiten Buddhadev	8/10	BRD	Kizzy Murphy	8/20	LUF	Chadrick Warner	8/30	NAC
Raven Fuller	8/10	LUF	stella baker	8/20	NAC	Chasmine Brazell	8/30	DAL
Jay Vyas	8/10	BRD	Jessica Melton	8/20	LUF	Chitrang Mehta	8/30	GNR
Mradul Chaturvedi	8/11	GNR	Breanna Huggins	8/20	NAC	Shantanu Sinha	8/30	GNR
Rashmikumar Barot	8/11	GNR	Yatin Makwana	8/21	GNR	Libin George	8/30	GNR
Amber Bates	8/11	LUF	Alana Culpepper	8/21	LUF	Rebecah Alshouse	8/30	LUF
Ankush Bhattacharya	8/11	BRD	Jacob Goode	8/21	NAC	lillian faulkner	8/31	HUN
Pranjal Sharma	8/11	GNR	Avijit Sahay	8/21	GNR	Pranshav Gajjar	8/31	GNR
Vijay Thakor	8/11	GNR	Olivia Johnson	8/21	NAC	Dhaval Trivedi	8/31	GNR
Rinku Choudhary	8/11	GNR	Amish Barot	8/21	GNR	deborah Provine	8/31	NAC
Krunal Patel	8/12	GNR	Himanshu Gandhi	8/22	BRD	Elzerick Holmes	8/31	LUF

# Valuing People

An ETECH employee who is committed to respecting and honoring people; demonstrates emotional intelligence; and holds people accountable in a positive and nurturing way is one who shows they **VALUE PEOPLE**. A person who **VALUES PEOPLE** will put others' needs before their own. By developing and encouraging those around you they will feel **VALUED**. Remember the Platinum Rule to treat others as they wish to be treated. This can only be accomplished if a personal relationship exists.

