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

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

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

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

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

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

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

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

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

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

Matt Rocco  
President/Managing Member
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<td>Organizational Development Session - Inner Engineering - Baroda</td>
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<td>30</td>
<td>Republic day at Baroda Center</td>
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Vice President of Human Resources, Veronica Chimney

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

10 Powerful Habits of Highly Effective Leaders

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

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

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

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

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

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

6. Distinguished
Leaders develop a unique sense of professionalism about their image, their actions, and their communication. They conduct themselves in a way that sets them apart from their employees, yet, in spite of this separation, they still draw respect and admiration from them. To distinguish yourself as a manager, lead by example. Dress professionally, be knowledgeable about your entire organization, and when you speak, speak intelligently. When you’ve cultivated your own managerial image and become comfortable with it, you’ll know, because you’ll walk the walk and talk the talk of a manager without feeling self-conscious about it.
7. Responsible
Leaders take responsibility for their people’s performance. When things are going well, they praise efforts publicly. When things require attention or blocking issues arise, they find ways to fix things quickly and get things back on track. When you can do this without singling out people for errors, or assigning blame to others to avoid taking responsibility yourself, you’re being a responsible leader.

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

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

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

The opinions expressed here by Inc.com columnists.

ETECH’s HR HEALTH AND WELLNESS CORNER

HOW TO EAT CLEAN
FOR BEGINNERS

1. Cook your own food
2. Read the nutrition label
3. Eat whole foods
4. Avoid processed foods
5. Eat balanced meals
6. Limit added fats, salts & sugars
7. Eat 5-6 meals per day
8. Don’t drink your calories
As your OSHA and Safety Compliance Manager, remember to be safe! - Ralph Ervin

Fire Safety Awareness

**IMPORTANT FIRE SAFETY INFORMATION FOR YOUR HOME**

**CAUSES OF FIRES**
- Electrical equipment
- Liquids
- Improperly installed or maintained wood stoves
- Faulty wiring
- Careless use of cooking equipment

**HOW FIRES SPREAD**
- Fuel can be any combustible material, solid, liquid, or gas.
- The Most fatal house fires occur during sleeping hours (10:00 pm to 7:00 am) giving people little time to react. Be prepared and be safe.

**DO YOU KNOW**
- Heat increases temperature which is required for fire to start and spread.
- Fire only needs an atmosphere with at least 16% oxygen.

**KITCHEN SAFETY**
- When you have finished cooking, make sure the cooker or oven is turned off.
- Turn off the heat if it's safe to do so. Do not move the pan. Never throw water over the pan.
- If a fire starts in the microwave, leave the door shut, and turn off the appliance. Never open the door. Adding oxygen increases the possibility that the fire will grow.
- Before going to sleep at night don't forget to turn off the gas cylinder valves.

**FIRE CRACKERS**
- Don't allow small children to handle fire works. Don't carry fire works while holding them.
- Keep two buckets of water handy. In the event of fire, extinguish flames by pouring water from the buckets.

**REDUCING FIRE RISKS**
- Only put one plug in each wall socket.
- Never overload adaptors with too many plugs.

**APPLIANCE MAINTENANCE**
- If a power lead has a crack or a hole, stop using it. Never mend it with insulating tape.
- Clean the oven, stove, and other appliances regularly.

**APPLIANCE MAINTENANCE**
- Check appliances for labels acknowledging the safe design of the product.

**REPLACING TYPE**

Class A extinguishers are for ordinary combustible materials such as paper, wood, cardboard, and most plastics.
Class B fires involve flammable or combustible liquids such as gasoline, kerosene, grease, and oil.
Class C fires involve electrical equipment, such as appliances, wiring, circuit breakers, and fuses. Never use water to extinguish class C fires - the risk of electrical shock is far too great.
Class D fire extinguishers are commonly found in a chemical laboratory. They are for fires that involve combustible metals such as magnesium, potassium, sodium.

**IF YOUR CLOTHES CATCH FIRE REMEMBER**
- To do Emergency in your home get out. Stay out and call from a mobile or a neighbor's phone.
- Get down onto the floor.
- Drop.
- Roll.

**IF YOUR CLOTHES CATCH FIRE REMEMBER**
- With your arms above your head, roll over. This will put out the flames.
GIVE BACK 2016 - Nacogdoches

**JAN**  
Hours: 7  
Thank a Soldier

**FEB**  
Hours: 42  
1) Relay for Life fundraising  
2) Planting Trees (NISD) for Malcolm Rector Technical Center - 9 participants

**MAR**  
Hours: 12  
Nac Blood Drive - 3/3 - (8) donors & (10) units donated

**APR**  
Hours: 60  
Relay for Life - Apr 8  
(15+ participants)

**MAY**  
Hours: 10  
Adopt a Highway

**JUN**  
Hours: 7  
Silent Auction to buy diapers for the Foster Child Program of Nacogdoches County. Raised $311.00 and bought 19 boxes of diapers!

**JUL**  
Hours: 20  
Summer Picnic appreciation for employees & Employee Team Fair

**AUG**  
Hours: 1  
Back to School Supply Drive

**SEP**  
Hours: 1  
*The greatest good you can do for another is not just share your riches, but reveal to them their own.*  
- Benjamin Disraeli

**OCT**  
Hours: 17  
Adopt a Highway 10/25; 15 participants - great turnout!

**NOV**  
Hours: 12  
Holiday Assistance - Thanksgiving for 2 Etech families & box of food for Habitat

**DEC**  
Hours: 8  
Holiday Assistance - Raise $250 for gift card for Christmas presents for Etech family
### GIVE BACK 2016 - Dallas

*One person can make a difference, and everyone should try.*

- John Fitzgerald Kennedy

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<th>Activity</th>
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<td><strong>FEB</strong></td>
<td>10</td>
<td>Volunteering at the North Texas Food Bank (10 employees) - February 9th &amp; Pregnancy Center Baby Bottle Coin Collection (All Month)</td>
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<tr>
<td><strong>MAR</strong></td>
<td>10</td>
<td>Volunteering at Homeless Shelter (4 employees) and Continue with the Pregnancy Center Baby Bottle Coin Collection Drive</td>
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<tr>
<td><strong>APR</strong></td>
<td>5</td>
<td>Habitat for Humanity - Saturday April 29</td>
</tr>
<tr>
<td><strong>MAY</strong></td>
<td>5</td>
<td>Maple Lawn Elementary Field Day Event Volunteer</td>
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<tr>
<td><strong>JUN</strong></td>
<td>5</td>
<td>Clothing Driving - Supporting the Turnaround Resale Store</td>
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<tr>
<td><strong>JUL</strong></td>
<td>5</td>
<td>Cater Blood Center - Blood Drive July 11th from 9:00am to 2pm</td>
</tr>
<tr>
<td><strong>AUG</strong></td>
<td>5</td>
<td>Maple Lawn Elementary Back to School Drive</td>
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<tr>
<td><strong>SEP</strong></td>
<td>1</td>
<td>Learn and Lunch with Dr. Austin September 13th</td>
</tr>
<tr>
<td><strong>OCT</strong></td>
<td>4</td>
<td>StewPot Homeless Shelter Volunteer Meal &amp; Trash vs. Treasurer Donations</td>
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<tr>
<td><strong>NOV</strong></td>
<td>5</td>
<td>Operation Christmas Child Shoebox Distribution (8 employees)</td>
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<tr>
<td><strong>DEC</strong></td>
<td>5</td>
<td>Operation Christmas Child Distribution Center (8 employees)</td>
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### Quote

*One person can make a difference, and everyone should try.*

- John Fitzgerald Kennedy
GIVE BACK 2016 - Gandhinagar

JAN Hours-5
Launching Etech Unteshwari Computer Lab. Donating 5 Pcs to Unteshwari village

FEB Hours-4
Computer Sessions by Etech representative for the under-privileged children of the Unteshwari village

MAR Hours-8
Blood Donation Camp

APR Hours-5
1) World Health Day - Health Awareness by Dr. Falguni Iyer
2) Movie screening for the special kids at HIV school

MAY Hours-4
Health Camp - Dental & Eye checkup

JUN Hours-4
Notebookonation - Adopting a school which focusses on girl child education and distributing Notebooks for the New academic year.

JUL Hours-2
Volleyball Tournament for specially abled children with hearing impairment issues.

AUG Hours-2
Special Olympics with specially abled kids

SEP Hours-5
1) Duatholon - Etech in association with Phoenix Events organized Duatholon to create awareness on Green Gandhinagar, Swachh Bharat, Women Empowerment, Healthy Gandhinagar and Traffic Awareness.
2) Tree Plantation at a Fire Station to create awareness on Green city.

DEC Hours-11
Warm Clothes Donation + Blood Donation

“If you don’t like the way the world is, you change it. You have an obligation to change it. You just do it one step at a time.”
-Marian Wright Edelman
**GIVE BACK 2016 - Baroda**

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<td>JAN</td>
<td>4</td>
<td>Shaurya—the annual sporting event conducted by friends society for the differences of ability</td>
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<tr>
<td>FEB</td>
<td>8</td>
<td>Blood Donation Drive</td>
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<tr>
<td>MAR</td>
<td>10</td>
<td>Donation medicines to the Mother Teresa Foundation</td>
</tr>
<tr>
<td>APR</td>
<td>6</td>
<td>Eye check up to avoid Computer Vision Syndrome for 100 TM’s and their family members</td>
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<tr>
<td>MAY</td>
<td>12</td>
<td>Distribution of butter milk during noon time on the road to hard workers</td>
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<tr>
<td>JUN</td>
<td>6</td>
<td>Stationary Drive—We collaborated with change Valodara Campaign and distributed stationary kits to 40+ children</td>
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<tr>
<td>JUL</td>
<td>6</td>
<td>Drawing competition for the special kids from Disha Charitable Trust</td>
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<tr>
<td>AUG</td>
<td>12</td>
<td>Exhibition of the handicraft made by the special kids from Disha Charitable Trust. Collected money given to the trust for betterment</td>
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<tr>
<td>SEP</td>
<td>6</td>
<td>NavKaushalya Visit students and staff members of NavKaushalya visited as a part of their skill based training for office administration.</td>
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<tr>
<td>NOV</td>
<td>16</td>
<td>Visit to Balgopal school and training center for physically and mentally disabled children</td>
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<tr>
<td>DEC</td>
<td></td>
<td>Winter Drive on December 24</td>
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*Do what you can, with what you have, where you are.*  
- Theodore Roosevelt
### GIVE BACK 2016 - Lufkin

**MAR**  
Hours: 15  
Blood Drive - 3/17/16

**MAY**  
Hours: 20  
Relay for Life

**JUN**  
Hours: 19  
1) Selling chocolate bars to support PAWS  
2) Blood Drive - 6/2/16

**JUL**  
Hours: 4  
Selling chocolate bars to support PAWS

**AUG**  
Hours: 20  
1) Back to School Supply collection  
2) Blood Drive - 8/24/16

**SEP**  
Hours: 20  
Forest Festival

**OCT**  
Hours: 12  
Adopt a Highway - Clean up completed on 10/13/2016

**NOV**  
Hours: 4  
Partnered with Salvation Army - Etech hosted a food drive to provide less fortunate individuals with items needed for a Thanksgiving Dinner

**DEC**  
Hours: 4  
Partner with Salvation Army to Adopt a Family from their Angel Tree as well as volunteer for “Bell Ringing”

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

"To serve is beautiful, but only if it is done with joy and a whole heart and a free mind.”  
— Pearl S. Buck
**GIVE BACK 2016 - Palm Beach**

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

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<td><strong>MAR</strong></td>
<td>10</td>
<td>On March 8th, we attended and volunteered with the March HR Connect Networking Event 2016. Where Aid to Victims of Domestic Abuse (AVDA) in Palm Beach County, Women in Distress of Broward County, HRPBC, HRABC, and SMA South Florida gathered together for an evening of networking, fun, and giving.</td>
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<tr>
<td><strong>APR</strong></td>
<td>4</td>
<td>March of Dimes Walk - April 16 March for Babies - Palm Beach County 2016. Begin collecting donations April 1st inside plastic baby bottles to donate to cause and participate in walk.</td>
</tr>
<tr>
<td><strong>MAY</strong></td>
<td>1</td>
<td>Collected old towels to donate to the Humane Society mobile Vet Clinic in Martin County. They spay and neuter domestic animals and provide vet services for free for low income families.</td>
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<td><strong>JUN</strong></td>
<td>2</td>
<td>Involve Center agents to volunteer at St. Georges Episcopal Church down the street from our center in their food kitchen serving food or helping in other capacities.</td>
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<tr>
<td><strong>JUL</strong></td>
<td>5</td>
<td>Donate Diapers to the local Families First Center for Christmas in July. [<a href="https://www.familiesfirstpbc.org/">https://www.familiesfirstpbc.org/</a>](<a href="https://www.familiesfirstpbc.org/portal/family-resource-center">https://www.familiesfirstpbc.org/portal/family-resource-center</a> 1)</td>
</tr>
<tr>
<td><strong>AUG</strong></td>
<td>3</td>
<td>Back to School Donations to for to Hilltop Missionary Baptist Church, Riviera Beach, Fl. Supplies for local families providing them with school supplies for all ages. Posters placed in center and meeting with Director of Donations.</td>
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<tr>
<td><strong>SEP</strong></td>
<td>4</td>
<td>Childhood Cancer Awareness for the month of September. Teamed up with Jessica June Cancer Foundation to support a needy family fighting this Terrible disease. Every Friday we are sponsoring a meal in our center to collect donations for the JJCCF.ORG. American Heart Association Heart Walk - Saturday, Sept 24th. Registrations begin a month before.</td>
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<tr>
<td><strong>OCT</strong></td>
<td>2</td>
<td>Breast Cancer Awareness Month and Halloween. Foods for Families to provide food for Thanksgiving. Breast Cancer Awareness Month - Center will provide agents with information on clinics and assistance in the community for Breast Cancer detection. Wear Pink day on Wed, 9/5/2016 pay $1.00 to wear pink. Agents can buy pink cookies on Friday for $1.00.</td>
</tr>
<tr>
<td><strong>NOV</strong></td>
<td>1</td>
<td>Support Local “Food for Families” through Rotary. Collecting non-perishable foods for local families being donated to local churches through Rotary Club. Due on 11/21/2016. 3 Participants = 350 Donation of Food. 1 HR Wreaths for Scholarships to Jupiter High School for students that want to attend summer camp at RYLA.</td>
</tr>
<tr>
<td><strong>DEC</strong></td>
<td>2</td>
<td>Decorate Center and put up Christmas tree, Menorah, and Kwanza candlabras. Operation Shoebbox: Samaritan’s Purse fill a box to drop off at local church to be mailed to needy children. [<a href="https://www.samaritans-purse.org.uk/what-we-do/operation-christmas-child/">https://www.samaritans-purse.org.uk/what-we-do/operation-christmas-child/</a>] - We are also considering participating in “Toys for Tots” for every agent to donate a wrapped gift for a child in the age range of 5-15.</td>
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</table>
“The best way to not feel hopeless is to get up and do something. Don’t wait for good things to happen to you. If you go out and make some good things happen, you will fill the world with hope, you will fill yourself with hope.”
— Barack Obama

“The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well.”
— Ralph Waldo Eme

“No one has ever become poor by giving.”
— Anne Frank, diary of Anne Frank: the play

“A kind gesture can reach a wound that only compassion can heal.”
— Steve Maraboli
Dallas Holiday Employee Appreciation

Hot cocoa day
Dallas Inbound Work Hard & Play Hard

Tuition Reimbursement Ceremony

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

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

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

Birth of a New Star - West Palm Beach

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

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

Lunch With Ashwini

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

Etech Employee Awareness Program - Regions Bank Seminar

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

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

Pictured you can see Shem Delafied, a Relay team member, manning the table during the fundraiser.
Rewards and Recognition Caremony - Lufkin
Rewards and Recognition - Etech Rusk

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

Rewards and Recognition Ceremony - Baroda

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

Getting rewarded and applauded in front of the whole center holds a special value for everyone, and we ensure the appreciation and the hype doesn’t end with the ceremony.

Everyone on the floor had fun playing games, and the deafening applause and cheers brought smiles over the participants’ face.
Paint Your Dreams This Valentine by ArtiEtech - The Guild

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

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

Etech Employees Development Program - Aspiring Leadership Program

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

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

This program aims to raise the awareness and aspirations for those with the potential to take on the role of becoming future leaders and to offer some development to individuals.
Birthday Celebration - Gandhinagar
Etech Give Back Program - Shaurya - Feat of Courage - Baroda

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

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

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

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

Rajkumar Pillai  - Account Leader

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

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

Joshua Robinson  - Account Leader

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

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

Josh, was born in Dallas Texas and is third oldest of seven kids. He has been with Etech for over 12 years and has worked on many campaigns including spending 2 years in India. During his time at Etech, he always works hard and does everything he can to ensure that the campaign and Etech are successful. He has worked on several campaigns during his tenure. He was recently apart of the trial program for our premium wireless campaign that was very successful, and allowed Etech to gain additional work. During his spare time he enjoys hanging out with friends, playing video games (Destiny), and is a huge Dallas Cowboys fan. (Go Cowboys!) He also is a big movie buff! Please join us in congratulating J-Rob in his new role!"

Shannon Peta-Gaye Mullings  - Employment Coordinator

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

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

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

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

She will be reporting to me and dotted line to Elisabeth Grimes. Welcome to the Etech Family Shannon!
Morgan Hayter - Account Leader

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

Born in Nacogdoches, Morgan grew up in Austin before returning once again to his hometown and joining the Etech team. After his time as an agent on 3 different campaigns, Morgan moved into the training department and then joined the operations team. In this time Morgan feels blessed to have learned valuable skills, lessons, and experience from each of the agents and leaders he gets to interact with every day! He looks forward to doing his part to further the continued success of the campaign in his new role.

During his free time Morgan enjoys sports (ping pong and basketball), new food, music, and tiny motorcycles. Please join me in congratulating Morgan in his new role.

Val Castillo - Assistant Helpdesk Supervisor

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

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

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

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

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

The exhibition was held from 24th to 26th January, 2017 which turned out to be a huge hit. We were happy as well as surprised to witness such artistic colleagues.
Kite Flying Festival - A WLB Gandhinagar Initiative

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

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

Spandan - Know your Company

Spandan - Know your Company is an initiative by HR Gandhinagar team. Spandan has been designed to align all new joinees closer to the organization. We conducted our first session on January 27. Spandan will be scheduled every last Friday of the month or the quarter.

During the session HOD's from every department was invited to meet the new joiners and talk about their respective department, contribution, growth path and the overall goal.
Organizational Development Session - Inner Engineering - Baroda

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

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

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

Oh the games we play!

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

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

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Shuwanda Williams 03/01  Nac
Karina Zapata 03/01  Luf
Rebekah Allen 03/01  Luf
Stephanie Crain 03/01  Luf
Jasmine Mcdonald 03/02  Luf
Prateek Mathure 03/02  Gan
Erica Mcshan 03/02  Nac
Jodi Watson 03/03  Rus
Parth Barot 03/03  Gan
Umang Trivedi 03/03  Gan
Kimberly Herrera 03/03  Nac
Dhruv Jani 03/03  Gan
Vijay Ruparel 03/04  Gan
Latoya Watson 03/04  Dal
Zia Irfan Shaikh 03/05  Gan
Jose Polanco canul 03/05  Luf
Anudeep Shetty 03/05  Bar
Donna Washington 03/05  Nac
Abhijit Deb 03/05  Gan
Titianice Franklin 03/05  Dal
Katie Glasgow 03/06  Rus
Rahulkumar Mehta 03/06  Bar
Mohsin Vhora 03/06  Bar
Pamela Mitchell 03/06  Rus
Leonta Coleman 03/06  Dal
John Knight 03/06  Luf
Madison Golson 03/06  Nac
Yash Raval 03/07  Gan
Deauna Burt 03/07  Nac
Shatacca Roberts 03/07  Nac
CECILY HOLMES 03/07  Pbl
Taylor Willett 03/07  Nac
Pooja Pandya 03/08  Gan
Emily McMullen 03/08  Nac
Douglas Sanchez 03/08  Nac
Kaitlin Ovalle 03/08  Luf
Kelsie Collins 03/08  Nac
Garland Hawk 03/09  Luf
David Nix ii 03/09  Nac
Ankit Shah 03/09  Gan
Raj Mhatre 03/09  Bar
Jasmine White 03/09  Dal
Yuridiana Gonzalez 03/09  Dal
Nicolette Birch 03/10  Jam
Kendall Henderson 03/10  Dal

Varghese T 03/10  Gan
Manish Nair 03/10  Gan
Ivy Oliver 03/10  Rus
Courtney Gorham 03/11  Luf
Karan Khushalani 03/11  Bar
Kanisha Warren 03/11  Dal
Tyessa Smith 03/11  Dal
Jakia Daniels 03/11  Nac
Monalisa Mishra 03/11  Gan
William Johnson jr. 03/11  Luf
Nicholas Moore 03/11  Nac
Akashkumar Patel 03/12  Bar
Rose Jones 03/12  Nac
Sarabina Rinehart 03/13  Rus
Anuray Nayak 03/13  Bar
Lovina Almedia 03/13  Gan
Stephen Darville 03/13  Nac
Johnnie Watkins 03/13  Nac
Makayla Parker 03/13  Nac
Steven Ortega 03/13  Luf
Rosa Parrish 03/14  Nac
Rachelle Barnett 03/14  Rus
Joel Asobo 03/14  Jam
Shaunak Joshi 03/14  Gan
Chefone Hicks 03/15  Pbl
Neha Gusain 03/15  Gan
Rasheed Furlow 03/15  Dal
Rahul Chavda 03/16  Gan
Heta Shah 03/16  Gan
Zachary Calda 03/16  Luf
Dagan Gose 03/16  Nac
Gay Smith 03/16  Nac
Gopakumar Pillai 03/17  Gan
Abhinav Kumar Singh 03/17  Gan
Priyank Shah 03/17  Gan
Sydona Lawson 03/17  Jam
Tykiedren Roberts 03/18  Nac
Shabnam Kuwar 03/18  Bar
Mark Perretta Jr. 03/18  Nac
Destiny Goforth dickens 03/18  Nac
Jesse Rudolph 03/18  Nac
Beverly Bailey 03/18  Jam
Jessica Blount 03/18  Rus
Elisabeth Grimes 03/19  Nac
Alex Xavier 03/19  Bar

Jessica Renfro 03/19  Luf
Megan Strother 03/20  Nac
Jessica Richardson 03/20  Nac
Byron Hast 03/20  Nac
Kumkum Tekwani 03/20  Bar
Dixit Sadhu 03/21  Gan
Anil Malviya 03/21  Gan
Ajay Acharya 03/22  Gan
Tyanthony Haskins 03/22  Nac
Anjali Sharma 03/23  Bar
Bennett Mayes 03/23  Nac
Lakeisha Goolsby 03/23  Pbl
Kunal Jha 03/23  Gan
Kelly Brown 03/23  Pbl
Benjamin Johnson 03/23  Nac
Jonathan Johnson 03/23  Luf
Giselle Garza 03/25  Nac
Dinesh Patil 03/25  Gan
Shivendra Shaktawat 03/25  Gan
Mandeep Singh 03/25  Gan
Sha'Quaila Galloway 03/26  Dal
Lanisha Turner 03/26  Dal
David Hamilton 03/26  Nac
Selina Layla 03/26  Gan
Rahul Sikriwal 03/26  Gan
Marilyn Clay 03/27  Luf
Kayela Henson 03/27  Nac
Brian Heckeroth 03/27  Nac
Avinash Pandey 03/27  Gan
Asif Siddiqui 03/27  Gan
michelle dupree 03/27  Luf
Binita Vyas 03/27  Bar
Donald DuPree 03/27  Luf
Kimberly Mccary 03/29  Luf
Glenda Clark 03/29  Nac
Binsu Savsani 03/29  Gan
Alyssa Brink 03/29  Luf
Dana Matney 03/29  Luf
Haley Waller 03/29  Nac
Infinitte Taylor 03/29  Dal
Simone Brown 03/29  Pbl
Hector Lopez jr 03/29  Luf
Melanie Altenreid 03/30  Luf
Mitesh Karamchandani 03/30  Bar
Tanisha Conner 03/31  Nac
Lamar Salmon 03/31  Jam
LaToya Wright 03/31  Nac