

# WELCOME PACKET

Mississauga

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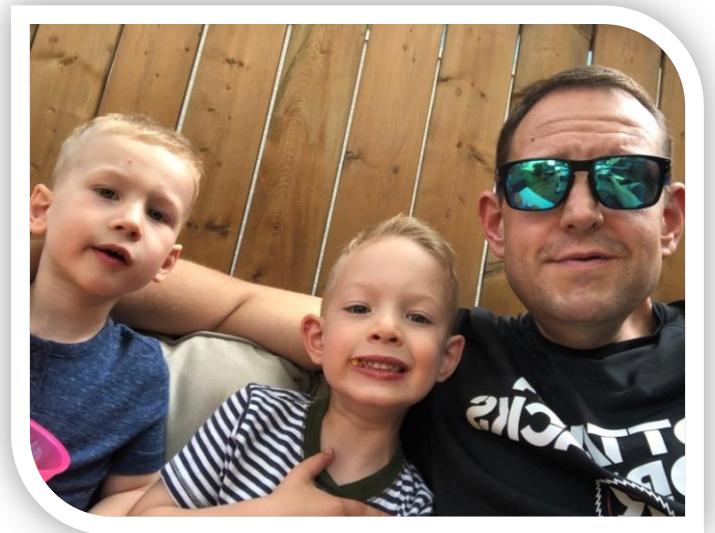
## Introduction

Welcome to TEKsystems! Your first day and first week may feel a bit overwhelming. To help combat these feelings, we have compiled information within this packet to support you with feeling more prepared to join the TEKsystems team. This packet provides an overview of our leadership, words of wisdom from your new colleagues, how to navigate our phone system and printer setup, a TEKsystems dictionary, seating chart, office contact list and much more. We are excited to have you here and look forward to helping you reach your personal and professional goals!

## Our Leaders Welcome You!

### Barrett Prueter – Executive Director of Business Operations (Eastern Canada)

My name is Barrett Prueter and I am the Executive Director for Eastern Canada. I have been with the organization for 12 years, working in Ottawa, Montreal and Mississauga. During that time I have been a Recruiter, Account Manager, Sales Manager, Director of Strategic Sales, Director of Business Operations and now Executive Director, where my main responsibility is to work with your office leaders to ensure that the service we provide externally is industry leading and the experience that we provide internally to our employees is second to none. I live in Toronto with my wife Erin, our two kids, William and Mack and our dog Jones.



Congratulations on your new role and this step in your career. I look forward to getting to know you and am excited to be part of your development.

### Kaleigh Lee – Delivery Manager

Welcome to team Mississauga! We are excited for you to join a team that is passionate around high standards, self-development and having a growth mindset to achieve your personal and professional goals. My journey at TEK has been exciting, challenging and full of opportunities that I wrapped my arms around. Just like you I wasn't overly familiar with the world of IT staffing and services but I quickly realized that we were the dominant leader in our space. 7 years ago I started in the Ottawa market where I recruited for just over a year and then went on to sell a wide client base before transferring to our Mississauga office. Since moving to Mississauga my



husband and I started a family and I am a dedicated mother to a daughter Logan, and a son Hudson. To say that TEKsystems has changed my life would be none other than the truth; the business partnerships I've built within our company have driven me to become the wife, mother and office leader I always envisioned for myself. Dreams do come true – keep it simple, follow your passion and control what you can control!

### Patrick Nikita – Senior Client Development Executive (Network Infrastructure)

My name is Pat Nikita and I am a Senior Account Lead for the Technology Services vertical and also the leader for Network Services. I've been with TEKsystems for the past 13 years and lived in both the Mississauga & Edmonton markets. I've promoted 12 people while at TEKsystems and I hope to achieve my 10<sup>th</sup> contest this year. I'm incredibly proud to be a part of the TEKsystems team and this company has truly changed my life.



### Harrison Hristopoulos – Division Lead for Application Services

Welcome to TEKsystems ! Congratulations on your new career! I began my career as a Technical Recruiter in October 2013 and I was promoted into an Account Management role in May 2015. I am now the Division Lead for the Applications Team in Mississauga since January 2018. The Applications Product Line is the largest across all of TEKsystems; and my responsibility in Mississauga is to strategize with our Account Managers, Recruiters, and Leadership Team on how to Seize Market Opportunities, Deliver Excellence and Build a High Performance Team. The best pieces of advice I was given - which took me a bit to get used to - was to be vulnerable and coachable. So in turn this is the best piece of advice I can give when you first begin your exciting career with a company that I consider the best in the world. I urge you to be open, vulnerable and coachable... Let those walls down, and put yourself in an uncomfortable situation because once you do – This place will provide you ample opportunity to achieve your greatest ambitions in life. TEKsystems truly does help you achieve your personal and professional goals.



Looking forward to working with you!

## Words of Wisdom from the Team

To help you navigate your first few months with TEKsystems, your colleagues wanted to share a few words of wisdom that have helped them to be successful here at TEK. Don't forget to connect with your partners on LinkedIn!

Click on each name to view the LinkedIn profile.

<p><b><u>Barrett Prueter – EDBO</u></b></p> <p>The key to success is being open and vulnerable. We don't expect you to know everything; in fact we anticipate that you don't. Our only expectation is that you are open to coaching and that you take and apply feedback. There are two outcomes that are acceptable here.....winning and learning.</p>	<p><b><u>Patrick Nikita – Senior Client Development Exec</u></b></p> <p>Work your butt off and dream big, because eventually it pays off and your big dreams will come true.</p>
<p><b><u>Paul Mielnik – Lead Account Executive</u></b></p> <p>You'll be learning a lot of new things, it can seem overwhelming but always remember to use TED: "Tell Me", "Explain it to me", "Describe it to me" – this will help others help you.</p>	<p><b><u>Alexandra Tune – Customer Support Associate</u></b></p> <p>You are able to make an impact in our organization as early as your first day. Get involved and help wherever you can. Being a leader in the office is not determined by the title of your role."</p>
<p><b><u>Alpana Patel – IT Direct Placement Account Manager Recruiter Lead</u></b></p> <p>You will meet a lot of people in your first week, don't worry about memorizing all of the names! But I'll let you know you will definitely create some memorable and long lasting relationships during your career at TEK.</p>	<p><b><u>Clayton Magnus – Account Manager Recruiter Lead</u></b></p> <p>You will be successful as long as you're consistently learning. Run your race and don't compare yourself with others, and you'll be fine. Don't forget to have fun too! That's part of the journey.</p>
<p><b><u>Stefanie Monardo – Account Manager</u></b></p> <p>Welcome to a new journey in your life. TEKsystems is not just a career, but it's a family and a home. I encourage you to build relationships, work very hard, be open to feedback, give it your all and you will be on the road to success. Welcome to the team!</p>	<p><b><u>Trevor Woodjetts – Senior Recruiter</u></b></p> <p>Breathe. Don't be afraid to ask questions if you don't understand; Observe others closely and how they go about their business during certain situations</p>
<p><b><u>Emma Lokaisingh – Customer Support Associate</u></b></p> <p>Welcome to TEKsystems! One of the things I have found that helps me most is staying organized. Having folders in your Outlook email is key!!!</p>	<p><b><u>Heather Bryson – Recruiter Lead</u></b></p> <p>It's okay not to know everything. Be open minded and vulnerable, as it will allow you to learn and build great relationships!</p>
<p><b><u>Kafia Mohamud – Senior Recruiter</u></b></p> <p>TEKsystems can help you achieve so many personal goals. So take a minute to figure out what you want to achieve personally and share it with your team so we can help you make it a reality.</p>	<p><b><u>Michael Ho – Recruiter</u></b></p> <p>No one is expected to be perfect right away. Keep working hard and learning!</p>



## Meet Our Customer Support Associates!

When a consultant is employed by TEKsystems, our Customer Support Associates (CSA) and Customer Support Supervisor (CSS) are responsible for ensuring that the consultant and client have a positive experience, from start to finish. For our consultants, the FSG team is responsible for onboarding, background checks, time keeping, expense processing and more. For our internal employees, the FSG team is here to make sure all office operations run efficiently and effectively. In addition, FSG helps bridge communication between the Field and our Corporate partners.

Be sure to partner with your CSA/CSS team in your first week to discuss any payroll or benefit questions you may have. If there is anything you need, FSG is here to help support you.

### Our Mississauga Team:

- [Tiffany Magloire](#) (Customer Support Supervisor)
- [Michelle Terceira](#) (Customer Support Associate)
- [Alexandra Tune](#) (Customer Support Associate)
- [Emma Lokaisingh](#) (Customer Support Associate)
- [Vanessa Catalano](#) (Customer Support Associate)

*Click on each name to view their LinkedIn profile and connect!*



Left to Right: Emma, Vanessa, Michelle and Alexandra

### Words from the Team:

“Communication within our organization and with our team is key. The Field Support Team is always here to help, in any way that we can. We love to be looped in on anything that pertains to our consultants or client needs, and we would rather be looped in on too much, rather than too little!”

## Getting Social with TEK

Social media is an important part of TEKsystems! Our social media profiles give us the opportunity to connect with clients and consultants where they already spend a good part of their workday: scrolling their newsfeeds. Whether it's a blog, client success stories, thought leadership or a video, we want to share content that our clients and consultants find value in. In addition, social media is an important way for us to connect and build relationships with TEK employees across the country. It's an opportunity for networking, sharing experiences, recognition, receiving mentorship, providing support and celebrating together. We encourage you to use social media and share your experience as a TEK employee!

Don't forget! Be sure to follow our President, Jay Alvather, on social media!

Please be sure to visit our [Digital Strategy and Experience](#) page on the Loop (Our Company →Departments →Marketing -->Digital, Social Media & Website) to better understand how to engage in social media and adhere to our social media policies in place.

Where can you find us on social media?

- [LinkedIn](#)
- [Facebook](#)
- [Twitter](#)
- [Instagram](#)
- [YouTube](#)
- [Google+](#)

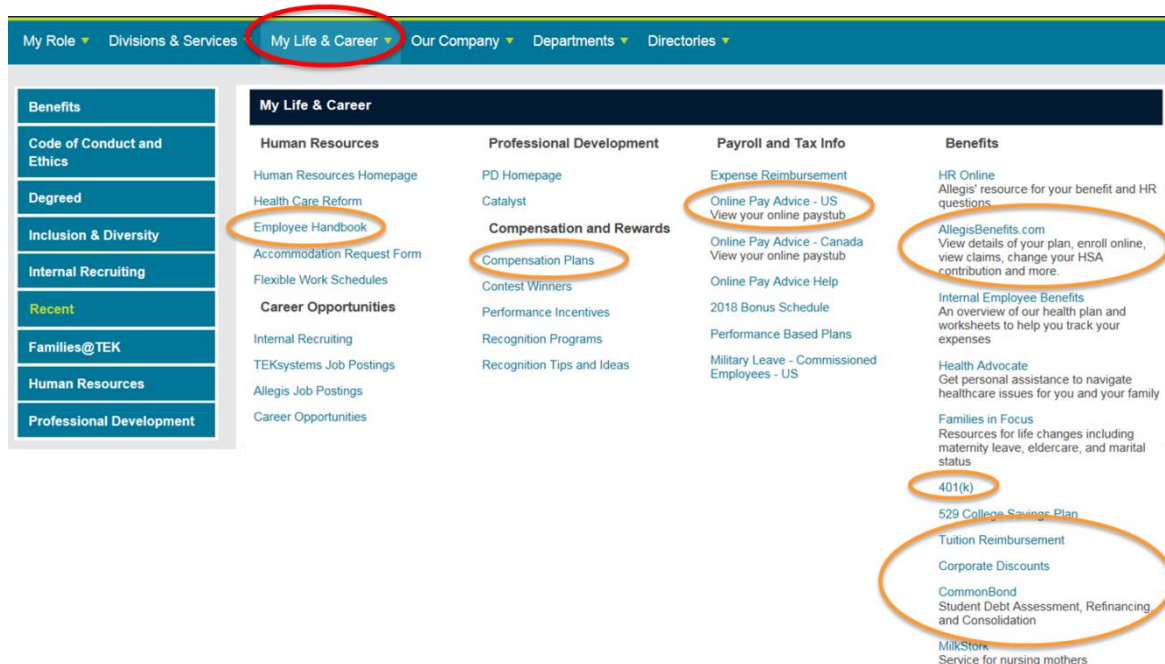
## My Life & Career Page: Why It's Important

The intranet we utilize at TEKsystems is called the "The Loop".



Check out the **My Life & Career** tab within the Loop. This area houses valuable information you will need during your career at TEKsystems: *Human Resources, Families@TEK, Professional Development, Payroll & Tax Information, Benefits, Career Opportunities, and Compensation & Rewards.*

Please review this page with your CSS/CSA during your first week.



**Online Pay Advice-US:** View your online paystub and paid time off.

**Employee Handbook:** If you ever have questions, the employee handbook is a great document to reference. It's kept up to date by our HR team.

**Compensation Plans:** Be sure to review this document with your DBO and CSS to ensure you understand current compensation plans.

**Allegisbenefits.com:** View details of your plan, enroll for benefits online, view claims, change what you contribute to your Health Savings Account (HSA) and much more.

**401(k):** Access the WellsFargo.com website to enroll or make changes to your current contribution.

**Tuition Reimbursement:** If earning an advanced degree is important to you, check out our tuition reimbursement link to review the benefits offered by TEKsystems.

**Corporate Discounts:** Review all of the discounts you receive by being a TEKsystems employee!

**CommonBond:** Student debt assessment, refinancing and consolidation services.



## TEK Gives Back: Rewarding Experiences

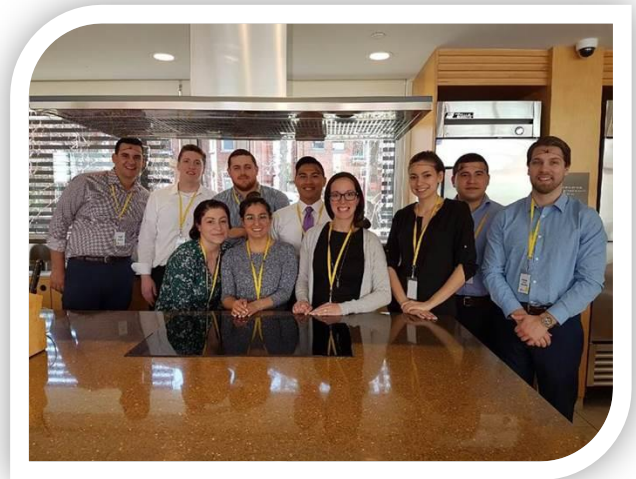
TEKsystems forms close partnerships with charitable organizations on a national and local level. In Schaumburg, it is our mission to show our commitment to our local communities by giving back through volunteer efforts and monetary support. To find out more information regarding TEKsystems' Corporate Social Responsibility efforts, please [click here](#).

TEKsystems Mississauga is on a mission. Each quarter, we strive to run at least two volunteer initiatives to give back to our communities. Here's a snapshot of our 2018 mission in action;

### **Ronald McDonald House**

The team prepared over 100 lunches for families staying at the RMH.

The RMH houses families who currently have a child hospitalized at Sick Kids Toronto. We raised \$600 in groceries for this event.



### **Toronto Humane Society**

The team raised \$500 for the Toronto Humane Society. We were able to visit and have animal interaction, tour the facility, and packaged bags of cat and dog food. These bags of food are given out to individuals or families that are financial restrained at this time, and are struggling to feed their pets, but do not want to surrender them.



### **TEKsystems Hockey Team**

Every year we compete in both the SickKids Heatwave Volleyball Tournament and against our sister company Aerotek in our Annual TEK vs Aerotek Charity Hockey Game to raise funds for worthy local and international charities.



## Employee Resource Groups

Employee Resource Groups (ERGs) are voluntary, employee-led groups that serve as a resource for members and organizations by fostering an inclusive, diverse workplace aligned with organizational values, goals, business practices and objectives.

### Current ERGs within TEKsystems:

- Women@TEK
- Multi-cultural ERG (MERG)
- Honor@TEK (Veterans ERG)
- Parents@TEK
- Pride@TEK (LGBTQ ERG)
- NextGen@TEK (Tenure 5 years or less).

[Click here](#) to learn more about our Inclusion and Diversity initiatives (workforce, workplace and marketplace) at TEKsystems.



During your first week at TEKsystems, don't forget to check out our Inclusion & Diversity page on the Loop!

ERG's are employee driven initiatives and in Mississauga we are fortunate that Andrea Guindon and Debashree Das took the initiative to launch Women@TEK here in our office.

## Women@TEK

**TEK Mississauga ERG's mission** is to empower all women to find their version of success both personally and professionally. Our goal is to create a secure environment where we are encouraged to become leaders by sharing personal experiences, challenges, and wisdoms. In addition, we want to contribute to the greater community by collaborating with our networks. This will allow us to shape the future of business women by providing opportunities for development, fostering valuable connections, facilitating members' successes through career growth to reach our full potential.

Women@TEK was founded in Mississauga on May 2017. Over the past year we've covered a wide range of topics and workshops including;

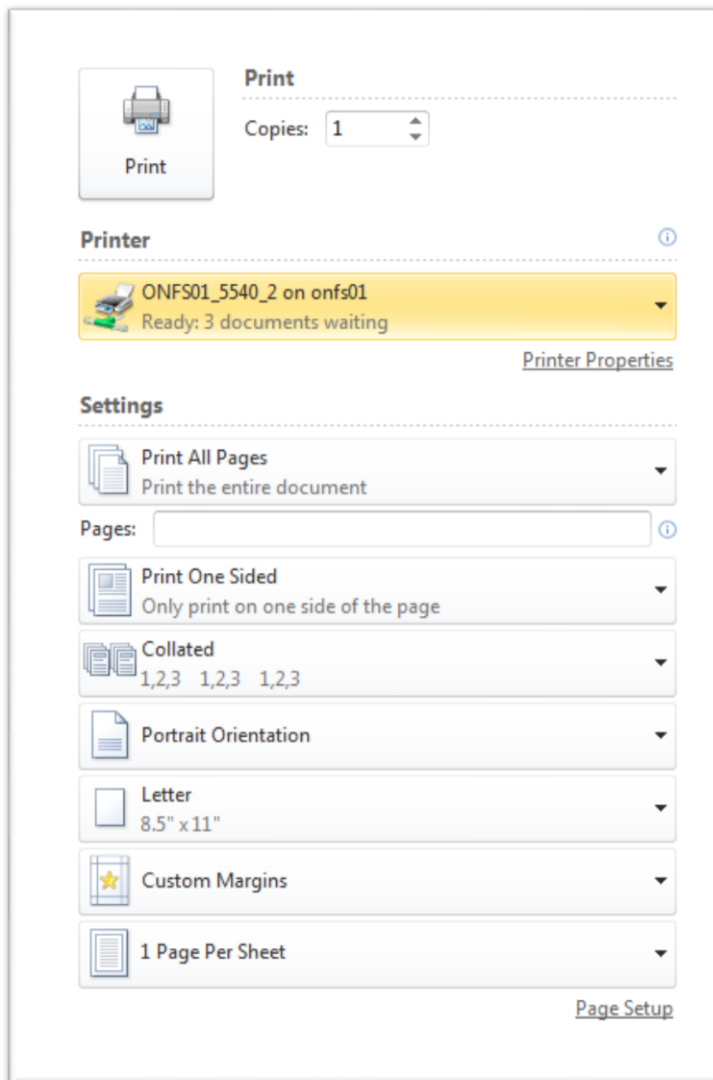
- How to Network with Intent: The Art of Effectively Giving and Receiving Feedback
- Navigation Career paths within TEK
- Being an expert within your industry
- How do you "do it all"?
- How to effectively leverage your strengths while exploring gaps

## Printer Setup

Partner with your CSS, Recruiter Lead or Account Manager this week to ensure you have access to your assigned printer.

1. Double click [\\onfs01\onfs01\\_5540\\_2](#)
2. A new window will display asking you to open or save. Select Open.
3. When it closes you are good to go!

**Note:** When you go to print something select this one



## Phone System and Voicemail

Our phone system is integrated with our network and has many features to offer you. An online training portal with detailed training for your phone and its features is available through this link: [Telephone Usage Guides](#).

**Here are some of the most commonly used features to get you up and running:**

### Set Up Cisco Jabber

*(Send instant messages, make phone calls, and organize any missed calls, voicemails, and personal contacts all in one place)*

1. Go to: START | All Programs | Cisco Jabber
2. Enter your Allegis Group User ID and Password.
3. Select the check box that says Sign me in when Cisco Jabber starts.
4. Click Sign In.
5. Once you are signed in, click the computer icon in the lower left corner of the Jabber window and select "Use my phone for calls."

### Emergency, Long Distance and International Calling

**The external dialing system for the phone remains as follows:**

- To call someone within the same area code: DIAL 9 + ten-digit phone number.
- To dial long distance within North America (or 800, 866, 888 numbers): DIAL 9 + 1 + ten-digit phone number.
- To dial internationally: DIAL 9 + 011 + phone number (the number of digits varies by country).

### Initial Setup of Voicemail

1. Press the Messages button (envelope icon) on your phone.
2. You will be prompted to enter your PIN. The default PIN is 147369 – you must use this as your PIN the first time you access the new system.
3. Next you will be prompted to record your recorded name.
4. Then you will be prompted to record your greeting.
5. You will then be prompted to create a 6-digit PIN. Your PIN needs to be 6 digits and you cannot repeat numbers (i.e., 111111, 737373, etc.).
6. You are now finished with the initial setup.

### Daily Setup of Voicemail

*(After you have completed initial setup)*

1. Press the Messages button (envelope icon) on your phone.
2. When asked, enter your 6-digit PIN followed by the "#" key.
3. Select "3" to record your outgoing greeting.
4. Select "1" and then "1" again to record your greeting. Select "#" when complete.
5. Your daily outgoing voice mail has been recorded.

## Retrieve Messages

*(When you have a new voicemail, you can also listen to it through Jabber or Outlook)*

1. Press the Messages button (envelope icon) on your phone.
2. Enter your 6-digit PIN.
3. Press 2 to play new messages (to listen to saved messages, press 7).
4. Follow the voicemail prompts for additional message options and refer to the wallet card for more shortcuts.
5. New voicemail messages will also appear in your Outlook inbox and in Jabber. (Note: if you delete a voicemail message from your Outlook, you will still need to delete it from the voice mail system. If you listen to a voicemail through Jabber, it will no longer be marked as new on your phone. Also, if you delete a message from Jabber, it will also be deleted in your phone.)

## Checking Your Voicemail Remotely

1. Dial your personal office desk phone number from any phone.
2. Upon hearing your personal greeting, press \*.  
**Note:** if you are calling from a phone number you have already setup through the Cisco Mobile Connect Website, the system will recognize the number and you can skip to Step 4.
3. Enter your ten-digit phone number followed by the # key.
4. Enter your 6-digit PIN followed by the # key.

## Call Transfer

After picking up the call, select the Transfer soft key on phone. Next, dial the extension or the full 10-digit phone number. To finalize the transfer, press the Transfer soft key again. Alternatively, you can transfer a call to anyone by using the directory.

## Send Calls to Voicemail

To send an incoming call to voicemail, press the iDivert soft key when the phone rings. To send all incoming calls to voicemail press the Forward All soft key (CFwdALL), then press the Messages button (envelope icon).

## Company Phone Directory

There are two ways to access the company phone directory. Either press the Company Directory soft key or the Company Directory button (globe icon). From there you can search by first or last name by typing in the name using the numbers on phone. Once you have found the person you want to call, press the Dial soft key.

## Conference

While on a call press the Conference soft key, enter the phone number of the conference participant, and then press the Conference soft key again. You must already be on a call to see the Conference soft key. Repeat the process to add additional participants to the conference call (you can conference up to 6 other lines).



## TEK Dictionary

We have created a TEK Dictionary for you to learn the different terms that we use each day in our jobs. This will help you get up to speed and better understand what we are discussing in our Red Zone meetings, and day-to-day interactions with one another.

**Please Note:** Many of these terms are utilized for internal purposes and should not be utilized when speaking with IT professionals. Please be sure to partner with your Recruiter Lead or an Account Manager in order to receive further clarification.

**An (\*) next to a word means it is used for internal purposes.**

## Position Titles

- **Account Manager (AM)**: Internal TEKsystems employee that focuses on providing solutions to our client's business & technology needs. Ensures we place quality (*technical & cultural fit*) consultants.
- **Business Development Manager (BDM)**: Internal TEKsystems job focusing on selling and developing our Global Services practice in the local market.
- **Business Operations Associate (BOA)**: Provides exceptional customer service to clients by delivering timely and accurate billing. Partners with clients to stay current and continue using our services to achieve their goals.
- **Consultants**: Individuals placed on client sites for short or long term assignment.
- \* **Customer Support Associate (CSA)**: Partners with Recruiters to create a positive experience for consultants by ensuring they are paid timely and accurately.
- **Customer Support Supervisor (CSS)**: Oversees and ensures operational compliance with policies and procedures and maintains day-to-day supervision of field support personnel.
- **Director of Business Operations (DBO)**: Responsible for daily operations of a branch office (*e.g., office productivity, morale, professional development, attrition, profit & loss, etc.*).
- **Director of National Accounts (DNA)**: Manages reporting, billing, escalation and requirement fulfillment processes associated with each national account.
- \* **Internal Advocate (IA)**: Internal term TEKsystems uses when we have an internal relationship on a hiring team that we can leverage for interview intel, help sell candidates to managers, etc.
- **National Account Manager (NAM)**: Solicits national business and manages the proposal process for supplemental services/projects.
- \* **Division Lead (DL)**: Internal TEKsystems job focusing on developing customer strategy and helping new/underperforming AMs grow spread within their territories. Typically a senior/successful Account Manager.

- \* **Delivery Manager/DM**: Internal TEKsystems job focusing on driving strategy around getting a requirement up to presenting a candidate and closing the business. Heavy focus on D4 (steps 2-5 of the DBC). Works to improve performance with Recruiters and Account Managers.
- \* **Director of National Accounts (DNA)**: Internal TEKsystems job focusing on overseeing a team of sellers nationwide that support one account driving overall company strategy to approach the specific customer.
- **Recruiter**: Partners with AM to understand requirements and culture of a client. Screens consultants to gain insight into their skills, goals, interests and provides aligned opportunities.
- **Regional Vice President (RVP)**: Responsible for productivity (*e.g., customer share, aggregate spread, client retention, etc.*), morale, professional development and attrition for assigned region (i.e., Midwest, Northwest, Central, Northeast, Southeast and Canada).

## Software and Systems

- **Agile**: Type of development methodology; describes a set of principles for software development under which requirements and solutions evolve through the collaborative effort of self-organizing cross-functional teams.
- **Communities**: A mobile enabled, transparent, self-service web portal for current and former TEKsystems consultants to access all promoted job openings, recruitment resources, service needs and career guidance.
- **Degreed**: TEK's learning platform that allows employees to take ownership of their own learning and encourages them to share knowledge with others across the organization. Degreed is an employee driven, interactive learning platform that allows you to add content you find valuable and then share that content with others.
- \* **The Loop**: Valuable resource to stay current on company news, access policies/procedures, and manage payroll/benefits.
- **PeopleSoft (PS)**: Supports TEK's business cycle. Access specific information regarding internal employees, clients, or consultants. Used to manage weekly payroll for internal employees & consultants and manage the accounts receivable process (*e.g., invoicing*).
- **Recruiter Workspace (RWS)**: Candidate tracking tool used by Recruiters to manage and track consultant information (*e.g., requirements, finishes*) and create an Employee Start Form (*ESF*).
- **Salesforce**: A Customer Relationship Management (CRM) system TEKsystems uses to store customer-centric information.
- \* **Tickler**: A tracking system that enables you to maintain consistent communication with candidates and build relationships with them.

## General Terms

- **Allegis Group Services (AGS)**: Parent company to TEKsystems.
- **Applications**: Discipline focused on developing customized business software programs and databases across a variety of platforms.
- **Backfill**: New consultant placed with a client to replace a previous consultant. Backfills can be due to positive or negative scenarios (i.e., didn't meet the client's expectations).
- **Back-out**: The consultant indicates that they accept the position offered, but then for whatever reason, decides not to take the job.
- **Best Practices**: Concepts and actions that have been successful for us in the past which should become standards in our everyday business practices.
- \* **Bill Rate (BR)**: The hourly rate that TEKsystems charges the client for the consultant's services.
- \* **Burden**: What it costs TEKsystems to employ a consultant at the client (i.e., payroll taxes, unemployment, drug screening, insurance, workers compensation, etc.) overhead costs.
- **Commission**: Percentage of actual spread paid to sales team (e.g., Recruiter or AM).
- **Communications Technologies**: Discipline focused on providing expertise in the installation, maintenance and design of telecommunications systems.
- **Compliance**: Conforming to Federal/State regulations, client and company policies.
- **Contract Employment**: A consultant who works at a client site, but is actually employed by the TEKsystems.
- **Contract to Hire**: The client employs an individual on a contract basis to allow time for evaluation before the individual becomes a permanent employee with the client.
- **Contract**: "Employment Agreement"; states the conditions of employment with TEKsystems (e.g., name, start date, client, rate, etc.).
- **Corp to Corp**: Individual consultants who incorporate for tax benefits which cannot continuously source the needs of our customers.
- \* **Cross Recruit**: Recruiting on a role with a search string that can be used for another position that you are not officially aligned to within the same skillset.
- \* **Commit to Action (CTA)**: A term used internally to identify action items that need to be completed with urgency.
- **Customer Number**: Identification number assigned to a customer within PeopleSoft.
- \* **Direct Labor (DL)**: The monetary/hourly rate that TEKsystems pays our consultants for their work.

- **Direct Placement (DP)**: The client employs TEKsystems (as an extension of their HR) and compensates us with a one-time placement fee based on the candidate's salary. The IT professional is hired on directly as a full-time employee at the client.
- \* **Dub**: Ensure resume is in the best quality to present to our hiring managers. It consists of removing non-essential and improper information from a candidate's resume. This editing spans from spelling to the removal of personal and competitor information.
- **Employee Start Form (ESF)**: Official document used to report any new hires, rehires or changes to an employee or consultant's job or personal information.
- **Employment Agreement**: Documents scope of consultant work.
- **End User Support (EUS)**: Discipline focused on desktop support services and hardware support services personnel (i.e., Helpdesk).
- **Enterprise Environment**: A large-scale operation, typically a Fortune 500 Company (e.g., Allstate, HSBC, Abbott, etc.).
- **Employee Value Proposition (EVP)**: Internal term used to summarize WHY a candidate would want to pursue an opening we have available.
- \* **Exit Reference**: A reference check conducted with a client manager at the end of a current consultant's assignment.
- **Expected Business Result (EBR)**: Department and individual goals.
- \* **Finish**: The consultant ends their assignment at the client site for any reason.
- \* **Former**: A consultant that has worked for TEKsystems in the past and is no longer employed by us.
- \* **G2**: A process that helps a Recruiter to learn about a candidate. Questions are used to gather specific information about a candidate (i.e., their goals, interests, work history, skills, pay rate, availability and references).
- \* **GS**: Global Services – TEKsystems Division that provides managed, project-based and outsourced IT services, typically offered on large strategic deliveries to our clients.
- **H1B**: Visa type (Refer to Visa Type Sheet) Non-immigrant sponsored work visa. Issued for 3 years at a time and can be transferred from company to company. Can work ONLY through a vendor or Corp to Corp.
- **I-9**: "Employment Eligibility Form"; required of all U.S. hires by the Department of Justice to ensure that all contract employees are eligible to work in the United States.
- \* **Internal Office Interview (IOI)**: Internal term used to identify the first meeting that a Recruiter conducts with a potential candidate.

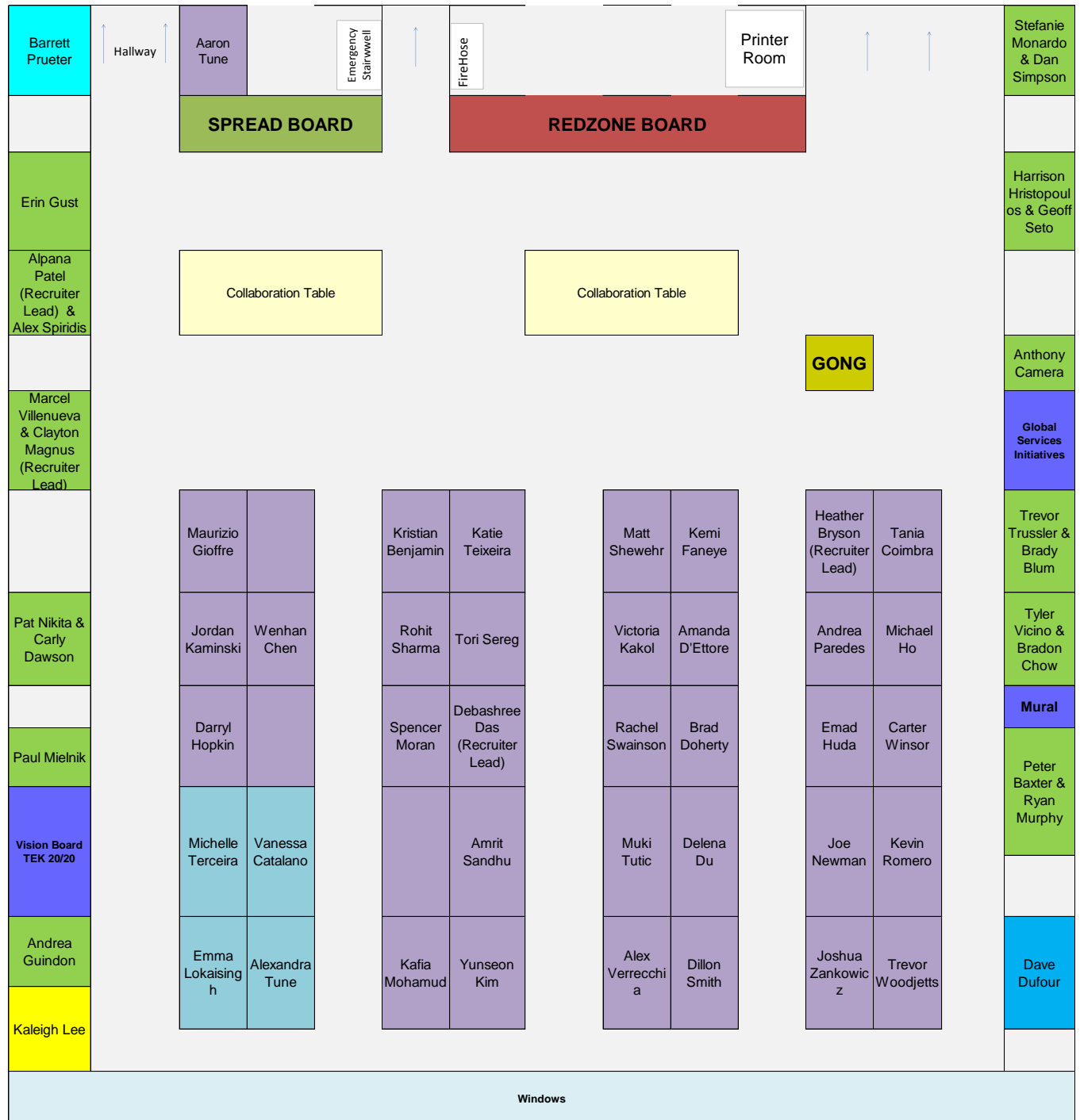
- **Lead**: Information obtained from an outside source that could be (lead to) a potential business opportunity for TEKsystems.
- \* **Lock-down**: A verbal conversation with a potential candidate to verify their information, answer any questions, and measure their commitment to the specific project and being a TEKsystems' contractor.
- \* **Loss**: The requirement we were working on gets filled by the competition.
- **Managed Services**: Companies that offer managed services use their own permanent staff to perform specific services for a client.
- **Microsoft Support Services (MSS)**: TEKsystems Microsoft recruiting team.
- **Network Infrastructure**: Discipline focused on providing computer network expertise and hardware support services personnel.
- **OPT EAD**: Visa Type (Refer to Visa Type Sheet).
- \* **Proactive Recruiting**: Seeking candidates that possess targeted skill-sets that our customers could use now or in the future.
- \* **Pro-market**: Selling a candidate to a customer that has not specified an opening but is believed to have needs for this expertise.
- **Purchase Order (PO)**: Client documentation allocating a specified dollar amount for consultants.
- **Red flags**: Questions or concerns about someone's work history, experience, skills or reluctance to provide specific information.
- \* **Red Zone (RZ)**: An office meeting to determine the priority of each requirement and Recruiter allocation. Only qualified reqs should make it into the "Red Zone" and thereby receive recruiting resources.
- **Reference Check**: Part of the screening process; an essential verification of candidate's skills from previous managers, used to verify technical and non-technical qualifications.
- **Referral**: When an IT professional refers us another individual to contact.
- \* **Rehire**: When a former consultant is put back to work after finishing an assignment.
- **Requirement**: "Req"; specific details that represent a job opening at a client site.  
**Requisition (Req.)**: Job request made by client to fill need.
- **Resume Alert**: A function that allows you to enter criteria and search for resumes as job seekers enter them into the resume database.
- **Service Agreement**: Contract with client explaining TEK's terms for doing business together (*e.g., net terms, bill rates, billing frequency, etc.*).
- \* **Servant Mentality**: Personal dedication to providing exceptional service to others, in all situations.



- **Services Practice Areas:** Applications, Infrastructure and Training & Education.
- **SOW:** Statement of work.
- \* **Spread:** Net profit that TEKsystems generates when a consultant is placed. Calculation: Bill Rate – [Burden x Director Labor Rate] x Hours.
- **Staffing Divisions:** Applications, Network Infrastructure Services, End User Support and Communications.
- \* **Start:** Confirmation that a job requirement requested from a client has been filled.
- **Strategic Accounts:** Organization that pulls together the complete power of TEKsystems services, products and verticals and applies its tools to new and emerging accounts. Customers benefit from a seamless, global approach to acquiring IT consultants and services.
- \* **Service Touchpoint Day (STP):** Once a month TEKsystems focuses specifically on connecting with our current contractor pool to give performance feedback.
- **TEKsystems' Flex IT:** Resource optimization model. Provide large teams of quality IT consultants along with basic reporting metrics. TEK quickly secures a win and adds value by showing customers areas to improve upon.
- **VM:** Voicemail - internal abbreviation used in RWS.
- **Vendor Management System (VMS):** Technology application that businesses use to manage and procure staffing services – temporary, and, in some cases, permanent placement services – as well as outside contract or contingent labor. Some clients use this solely and we cannot make contact with the hiring manager, whereas some are more flexible on direct contact.
- \* **Walk-in:** Meet your consultants at the client site to escort them to the interview or for their first day of work. The idea of a walk-in is to put the contractor at ease and ensure they are getting in front of the correct people for their interview or first day of work.
- **Wash:** Client puts the position on hold or cancels the requirement for whatever reason.
- **Waterfall:** Type of development methodology; a sequential (non-iterative) design process, used in software development processes, in which progress is seen as flowing steadily downwards (like a waterfall) through the phases of conception, initiation, analysis, design, construction, testing, production/implementation and maintenance.
- \* **Waiting for Answer (WFA):** Internal term used in Red Zone; refers to open requirements we have candidates in play for that have finished the interview process, and we are waiting on a final decision.

## Seating Chart

This is the seating chart for the **Mississauga** office. Use it during your first few weeks to start introducing yourself to your colleagues and networking within the office.



Key:

Executive Director	Deliver Manager	Account Managers	Recruiters	Customer Support Associates	Director of Strategic Sales
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## Mississauga Contact List

**Note:** The Contact List is confidential and for internal distribution only.

<b>Main</b>	<b>905-283-1300</b>	<b>Help Desk</b> <b>1 866 483 5411</b>
<b>Toll Free</b>	<b>1 888 519 0776</b>	
<b>Fax</b>	<b>905-283-1390</b>	

**TEKsystems Mississauga**  
350 Burnhamthorpe Road West, Suite 700  
Mississauga, Ontario, L5B 3J1 🇨🇦 Canada

NAME	EXT	EMAIL @ teksystems.ca	POSITION	Cellphone
Aaron Tune	1234	aatune	Recruiter	416 605 4161
Alex Spiridis	1310	aspiridi	Account Manager	905 802 1707
Alexandra Tune	1306	atune	Customer Support Associate	647 828 7097
Alex Verrecchia	1329	averrecc	Recruiter	289 208-6963
Alpana Patel	1317	alpatel	Search Account Manger	647 385 8923
Amanda D'Ettore	1371	adettore	Recruiter	647 454 5105
Amrit Sandhu	1335	amrsandhu	Recruiter	647 965 2084
Andrea Guindon	1312	aguindon	Account Lead	647 405 0720
Andrea Paredes	1354	anparedes	Recruiter	647 248 2482
Anthony Camera	1322	acamera	Account Executive	905 630 1880
Barrett Prueter	1355	bprueter	Executive Director	416 873 4134
Brady Blum	1311	bblum	Account Manager	
Brad Doherty	1207	brdohert	Recruiter	
Bradon Chow	1491	bchow	Recruiter	
Carly Dawson	1342	cadawson	Account Manager	647 468 6565
Clayton Magnus	1348	cmagnus	Account Manager	416 452 2750
Dalena Du	1261	ddu	Recruiter	
Dan Simpson	1343	dansimps	Recruiter	
Darryl Hopkin	1328	dhopkin	Sr. Recruiter	416 389 1794
David Dufour	1345	ddufour	Director of Strategic Sales	416 629 4786
Debashree Das	1357	ddas	Recruiter Lead	647 939 3778
Dillon Smith	1321	dismith	Recruiter	
Emad Huda	1251	ehuda	Recruiter	
Emma Lokaisingh	1331	emlokais	Customer Support Associate	
Erin Gust	1308	egust	Account Manager	
Geoff Seto	1356	gseto	Recruiter	
Harrison Hristopoulos	1338	hhrisstop	Division Lead - Applications	905 601 7338

## New Recruiter Welcome Packet

Heather Bryson	1313	hbryson	Recruiter Lead	647 527 5047
Imma Morcinelli	1341	imorcine	Account Manager	
Joe Newman	1336	joenewma	Recruiter	519 835 5638
Josh Zankowicz	1344	jzankowicz	Recruiter	
Kafia Mohamud	1305	kmohamud	Recruiter Lead	9058693662
Kaleigh Lee	1340	klee	Recruiting Operations Manager	613 806 3971
Katie Teixeira	1253	kteixeir	Recruiter	
Kemi Faneye	1493	kfaneye	Recruiter	
Kevin Romero	1319	kromero	Recruiter	
Kristian Benjamin	1365	kbenjami	Recruiter	
Marcel Villanueva	1399	mvillanu	Account Manager	647 248 8400
Maurizio Gioffre	1347	mgioffre	Recruiter	
Michael Ho	1370	miho	Recruiter	
Michelle Terceira	1301	mterceir	Customer Support Associate	
Muki Tutic	1258	mtutic	Recruiter	
Nicole Padfield	519 707 1039	npadfiel	Account Manager - KW	519 573 5222
Pat Nikita	1323	pnikita	Division Lead - Network	905 630 9325
Paul Mielnik	1332	pmielnik	Account Lead	647 895 8580
Peter Baxter	1326	pbaxter	Sr. Account Executive, ERP	416-454-7378
Rachel Swainson	1372	rswainson	Recruiter	
Rohit Sharma	1358	rosharm	Recruiter	
Ryan Murphy	1350	rymurphy	Account Manager	905-536-8942
Salil Basu	1344	sabasu	Recruiter	
Stefanie Monardo	1349	smonardo	Account Manager	416-560-5972
Spencer Moran	1262	spmoran	Recruiter	
Tania Coimbra	1364	tcoimbra	Recruiter	
Tiffany Magloire	1398	tmagloir	Customer Support Supervisor	
Victoria Kakol	1217	vkakol	Recruiter	
(Victoria) Tori Sereg	1351	tsereg	Retention Program Lead	289 230 2424
Trevor Trussler	1395	ttrussle	Account Manager	905 246 0859
Trevor Woodjetts	1304	twoodjet	Division Lead - Recruiter - Applications	905 330 7588
Tyler Vicino	1334	tvicino	Account Lead	416 989-8031
Vanessa Catalano	1208	vcatalano	Customer Support Associate	
Wenhan Chen	1291	wchen	Recruiter	
Yunseon Kim	1353	yunkim	Recruiter	