

The

complete

News

Updated: July 1, 2022



Independence Day.

A day we celebrate our independence from England and became the United States of America. We often celebrate independence. When you got your first car and were free from your parents, when you went away to school or lived on your own for the first time so you could eat anything you wanted anytime

you wanted and didn't have to clean up.

Independence can be a great thing, but let us never forget, as humans, we are naturally social creatures who thrive on human interaction. And while we may work in different parts of the world, in different parts of the organization, in different work settings (in office vs. remote), independent in many ways, we are better together, stronger through our human connection.

In the Immortal words of Neil Young, "Keep on Rockin' in the Free World." Be safe this holiday weekend!

And as always, we appreciate your feedback, which you can send to chuck.k@complete1.com

Now Hiring!

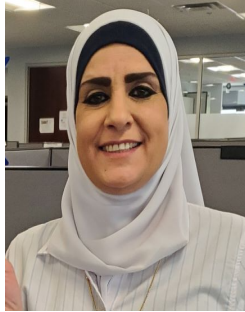
We are currently filling the following positions:

- System Analyst

Check out all openings at our career site on [Indeed.com](https://www.indeed.com)

Do you know someone who might be interested? Refer them and take advantage of our [employee referral program](#) (\$300 after the referred employee hits 90 days).

Room to Grow



We are pleased to announce **Katia Ontiveros** and **Hadeel Ayesh** have accepted the positions of Taylorsville Call-Center “Leads”, where they will be tasked with the incredible responsibility of supporting our front-line CEA’s (Customer Experience Associates) through team chats, call calibrations, team huddles, etc... Both Katia and Hadeel have consistently been “Top Performers” throughout our business and now it’s their time to take their expertise to the next level and pay it forward to their colleagues!



We are pleased to announce **Antonio Parker** will be joining Complete Recovery as our newest Call-Center Operations Supervisor in the Taylorsvill center effective Tuesday, July 5th reporting to Chet Kastner, our SVP of Call-Center Operations.

Antonio brings an extensive amount of Call-Center knowledge and Leadership experience, ranging from managing teams as small as 35 employees, all the way up to 250, over his 19 years in the workforce. Antonio prides himself on being a “people leader”! He loves working in fast-paced environment and thrives on driving performance through interactions, coaching and development.

In Colombia, we have several team members stepping up into new roles!



Tatiana Rodriguez
Operations Supervisor



Juan Manuel Gutierrez
Operations Manager Jr.



Valentina Muñoz
QA Auditor

Welcome to the Team!

Welcome to our newest team members in Taylorsville, Utah!



Waypoint comes to Colombia!



We want to welcome Waypoint operations in Colombia. This great team will start taking calls on July 5th.

from left to right Katherin Guerrero (Operations manager), Karol Avila, Mayra Pulido, Christian Alfonso, Dairon Alarcon, David Ortiz, Camilo Pedreros (Supervisor), Valentina Ufendu.

Welcome aboard, Xfinity Mobile!

On June 28th, we started training with our new team crew and are so excited to start taking these calls!!

from left to right Lauda Boada, Daniel Cruz, Fredy Loaiza, Juan Rojas, JuanP Martinez, Gustavo Marin (Team Lead), Adrian López, Tatiana Rodriguez (Team Lead), Juan Orozco, Juan Gutierrez (Supervisor)



News from South Africa

Highest Return Rate Agent second Month in a row: Wandile Malaza

WANDILE MALAZA

Great self starter with high self esteem , I like being with people and seeing them smile.

Interesting fact about me is that I like singing but I can't. I am more a "shower" singer.

My family gives me strength and energy to get up and make things happen.

Complete Recovery environment is amazing , I love my team.



South Africa Holiday Youth Day - 16th June 2022



students, were killed. In remembrance of this we as a country dress up in our school uniforms.

Youth Day, as it is popularly known, is a day in which **South Africans honor the youth that was ambushed by the apartheid regime police in Soweto on 16 June 1976**. On the day, over 500 young people, including school



Don't Worry, Be Happy!

It's a Solar Revolution...

As you read in last week's news, one of our strategic objectives is to grow our solar business. Well we've wasted no time in bringing this vision to life, as we are pleased to announce that we will be adding several Inside Sales Professionals from Happy Solar to our Taylorsville center starting Tuesday, July 5th, who will be generating installation leads for various solar companies. The solar business is a multi-faceted growing industry, and our team at Complete Sun is working diligently to become industry experts at all aspects of the solar process, from sales, to installation, to ongoing service. It's always a sunny day when it comes to solar!

Quantrax Conversion Weekend is HERE!



This holiday weekend is very special for our colleagues at Waypoint who will be converting over to the Quantrax Customer Relationship Management (CRM) system this weekend. As with any conversion of this magnitude, much planning and preparation has been required. Thanks to the many people involved in this collaborative effort, we anticipate a great transition that reduces the number of systems we have to

maintain.

So why are we changing systems?

- Reduce training time
- Reduce system support needs so we can focus on other value added system improvements
- Simplify support and improve interactions

This conversion is a great example of our Pillar of Collaboration, and is an example of what can be done when we work together.

Voice of the Customer

Listen to what these customers are saying about these team members!



Team, I got an AWESOME Kudos call for our beautiful agent [@Ruth Mallow](#)!!! Customer Andrew stated Ruth does a FANTASTIC JOB with being a customer service agent. He said Ruth was awesome and is a great customer service agent!! He also mentioned that Ruth was a BIG help for him cause if he never received a call from us about his account he would of never knew what was going on with his account. He also mentioned that he appreciates our company for reaching out to Xfinity customers to assist with updating accounts so that they don't get hit with a big surprise. But in all he stated Ruth made him change his mood from being angry with getting a call about his xfinity account to being happy with the results at the end of the call and took a big weight off his shoulders. Awesome job Ruth!! Thank you so much for being such a wonderful agent! We appreciate your hard work!!

Kudos call for **Ruth Mallow**, customer Alec Monroe wanted to say how impressed and WONDERFUL Ruth was. Alec had WONDERFUL customer services and Ruth was very informing with info. GREAT JOB RUTH!!!! YOU ARE AWESOME.

I got an amazing Kudos call for the one and only [@Jim Perryman](#)! The customer stated how much she deeply appreciated his professionalism in helping her. She stated she gets scam calls often so upon seeing our number come up as "scam likely" she was very apprehensive but Jim just listened and answered her questions to put her at ease without sounding annoyed that she had questions. Lets all strive to be like Jim with our sometimes difficult customers that question if we are Comcast!



Shout out to [@Athena Steverson](#) got a kudos call from Kathleen Wells customer said she was amazing and kind, super nice with her and patient , that in the past she was not treated right but she was happy she got the opportunity to talk with our wonderful agent.

Thank you so much for your great customer service. We appreciate you very much. She just graduated and she is already doing such an amazing job.

Congrats!



Upcoming Events

USA Independence Day - Monday, July 4th Holiday - Centers closed

Waypoint to convert from Artiva to Quantrax July 5th

Getting to Know the Business: Communication - July 7th

Merlin Jensen, Aaron Meier, Chet Kastner, Reyna Perez to visit Johannesburg, South Africa - July 9th -15th

Old Crow Medicine Show plays Red Butte Garden - July 23rd

Are you reelin' in the years?

Remember the day you started a new job? You may have thought, “will I like the people I work with?” or “will I be able to handle this?” This quickly changed to, “Wow, I really like these people I work with!” and “I’m really good at what I do!” and before you know it, your “job” just became a “career” to be proud of. With that, let’s celebrate the careers of our team members who are reaching a career milestone this month!

Team Member	Location	Hire Day	Number of Years
Ruth Mallow	Taylorsville	07/26	1
James Perryman	Taylorsville	07/26	1
Marilyn Harris	PP - JAX	7/26	1
Silvia Magallanes Hizar	Taylorsville	07/13	2
Chet Kastner	Taylorsville	07/20	2
Kim Kirkland	PP - JAX	7/20	2
Tanzshineka Williams	Taylorsville-Waypoint	7/27	2
Sarah Payne	Taylorsville	07/26	3
Donna Stagg	Taylorsville	7/26	9
Shanae Milburn	Taylorsville	07/26	9
Elsa Palacios	Taylorsville	7/3	10
Margie Heinze	Taylorsville	07/26	10
Trisia Badger	PP Charlotte	7/11	11



Money makes the world go around

We are excited to provide access to another quarter of great financial content from our 401k advisors at OneDigital.

We all have a lot on our financial minds these days and we are excited to provide content, from trusted partners, that is designed to cut through the noise and guide you toward solid financial decisions. You will find your keys to success on OneDigital's [Financial Academy](#)! Here you can access invitations to private webinars, OnDemand replays, and a library of resources at your fingertips.

Each month, a OneDigital adviser will host a Live education opportunity and offer tips you can use to succeed with your personal finances.

Up next, we hope you'll [join us](#) for:

- The Colossal Cost of College & How To Pay For It – **July 12th**
- A Guide To Investing – **August 9th**
- 4th Quarter Planning – **September 13th**

For those that missed prior months webinars all are accessible on the Financial Academy website along with a quick *FlipBook* edition if you only have a few minutes.

ONEDIGITAL PARTICIPANT EDUCATION

UPCOMING WEBINARS

July 12th – 1pm MST



The Colossal Cost of College & How to Pay For It
Katherine Golladay
Investment Adviser

From tax-advantaged 529 plans to financial aid to federal vs. private student loans, this webinar will cover all things college costs.

August 9th – 1pm MST



A Guide to Investing
MJ Goss
Vice President, Retirement Planning & Financial Wellness

Learn to make your money work for you. Join us to unpack the world of investing in your 401(k) and beyond.

September 13th – 1pm MST



4th Quarter Planning
Jorge Pereira
Director of Participant Education

As the end of 2022 draws closer, Jorge will walk through several ways you can prepare your finances for 2023 and start the new year in a great place.

WHAT'S INCLUDED



- Monthly live webinar with on-demand availability
- FlipSnack edition for those with less time
- Interactive web-based guide
- Live Q&A with a licensed advisor

REGISTER NOW



Scan or click to register for our 2022 webinars!

Question of Week

Guess who won this week's Question of the Week...Drum Roll please... Jesus Pareja! who correctly identified one bullet point from our strategy/vision. He will have his award added to his paycheck!

This week's question*:

Who is celebrating an 11 year work anniversary in the month of July?

*All answers must be submitted by end of business Thursday to be included in the weekly drawing.

E-mail your answers to chuck.k@complete1.com or look for a box at a center near you!

And don't forget to check out...



The Complete News committee is comprised of a diverse group of community members including: Miles Jensen, Candy Grady, Mariam Green (Taylorsville), Elizabeth Rodriguez (Texas), Tatiana Rodriguez (Bogota), Tammy Honeywell (Charlotte)