

# The complete News

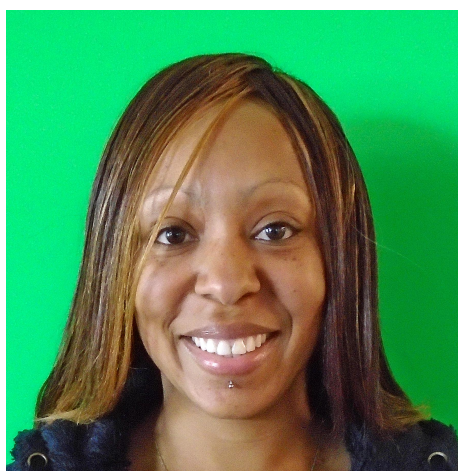
Updated: July 30, 2022

## Rock Stars

### Bogotá Luncheon



Waypoint Rock Stars -Silvia Matta(Texas) & Neka Williams (Utah) Collections Specialist



Josh Dillon (Mobility IRU Collections Specialist)



Natasha Bradley (Med Mgr), Angeline Withers & Judy Reichard (Med. Collections Specialists)

## Taylorsville Rock Stars

MARITZA.AGUERO Total
LUDELL.MADSEN Total
RUTH.MALLOW
TORI.ALLMAN
LUANA.DE.LACEY-MOORE
OFA.MALOHAI Total
TERI.ALLRED Total
VINCENT.JIMENEZ
JACOB.FINNEY Total
REINHARD.HAIDENTHALL Total
BARBARA.PHELPS Total

MICHELLE.POULSON Total
SHANAE.MILBURN Total
DOLORES.FEBLES Total
NICOLE.JOHNSON
CODY.FLORES
KATIA.ONTIVEROS Total
MILAGROS.VELAZQUEZ Total
STACY.ESTES Leader
TYANA.UTAI Leader

South Africa- Jason Mmusi



While on the cusp of both completing and launching a new production month, we reflect on our Rock Stars that celebrated their June efforts in the month of July!  
**Let's start off August strong!!!**

**Now Hiring!**

**We are currently filling the following positions:**

- WFM Supervisor
- Systems Analyst

Check out all openings at our career site on [linkedin](#) or [Indeed](#). 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).



## Welcome to the Team

Our Bogotá Waypoint Team is growing and are currently in their third wave of training classes!



Our Complete Team in Bogotá is growing! Agents will be working on various projects such as XM, First Party and Equipment!



South Africa had a training class begin Monday to work on the AT&T Portfolio!



Meet the new team members in Taylorsville!



**WEBEX: Reminder to download the app and get familiar with our new communications tool!**



**MoM North East First Party Performance: We beat our competition AGAIN in Fiscal June and Fiscal July!**

<b>Fiscal Month</b>	<b>CEI</b>	<b>CRC</b>	<b>Difference</b>
<b>Oct 2021</b>	17.89%	18.86%	0.97%
<b>Nov 2021</b>	18.86%	21.52%	2.66%
<b>Dec 2021</b>	17.88%	19.67%	1.79%
<b>Jan 2022</b>	18.38%	19.75%	1.37%
<b>Feb 2022</b>	15.16%	16.87%	1.71%
<b>Mar 2022</b>	18.03%	17.82%	-0.21%
<b>Apr 2022</b>	16.26%	16.54%	0.28%
<b>May 2022</b>	15.68%	16.43%	0.75%
<b>June 2022</b>	14.82%	16.43%	1.99%
<b>July 2022</b>	16.03%	17.14%	1.11%

2 hours of PTO has been added to the below employees!

Dolores Febles	Ednashia Mance
Silvia Magallanes	Shanae Milburn
Michelle Poulson	Maritza Aguero
Nicole Johnson	Katia Ontiveros
Ofa Malohi	Hadeel Ayes
Rachel Hugie	Ruth Mallow
Teri Allred	Stacy Estes



## Kudos

Congrats to Adrian López (Bogotá) ! Customers have given him Kudos and recognize he is able to assist in a helpful, professional and friendly way! Please, a BIG ROUND OF APPLAUSE FOR HIM and keep doing a great job!!!



A customer wants us to know that Barbara Phelps (Taylorsville) illuminated her bad day and was grateful for their interaction! Awesome!

A customer shared that Reinhard Haidenthaller (Taylorsville) was an empathetic listener and was able to problem solve and offer a resolution. Fantastic job!

Comcast NE identified Cathy Kuster's (Texas) exceptional efforts in handling a consumer call during our client call calibration! Great !

## Waypoint

Here are some names you may not have heard: Explexity, Tech Support Services, Computech. Along with a number of internal resources, these are the companies tasked to solve the desktop issues that are impacting some of the remote Waypoint team members.

The Jacksonville team will soon be remote. However, we cannot start moving the team until we are certain we understand and resolve this issue. Eric and his team have begun testing the workstations in a simulated remote environment.

We want you to know that we have a lot of time and effort being drawn into this challenge and are doing what we can to solve the problems!

## Upcoming Events

August 1st- Bogotá Team is moving into the new building!

August 15th - Complete Recovery Founders Day!

Save the date for **Summer Parties**:

Taylorsville- September 17th

Jacksonville - September 22nd

Charlotte - September 24th

Austin - October 1st

## Question of Week

Last week's winner will be announced with this week's question of the week winner.  
Stay tuned.....

### This week's question\*:

When does the Bogotá team move into their new building?

\*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](mailto:chuck.k@complete1.com) or send a message directly via Webex or to look for a box at a center near you!

And as always, we appreciate your feedback, which you can send to [chuck.k@complete1.com](mailto:chuck.k@complete1.com)

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), Liz Rodriguez (Texas), Tatiana Rodriguez (Bogota), Tammy Honeywell (Charlotte), Mduduzi Mabaso (Johannesburg)

## Bonus Tip of the Week

Learn some tips on how to fit in a stretch session or mini workout during break to align and focus! While plenty of suggestions can be found online, check out the below:

<https://www.healthline.com/health/fitness/office-exercises#exercises-while-standing>