



ReliAscent Newsletter

Volume 9, Issue 1—January 2019

RELIASCENT EXPANDING INTO 2019

A LETTER FROM CEO, MIKE ANDERSON



Happy New Year to everyone! The new year always brings resolutions and new plans, goals and objectives. For some of us, the resolutions don't last too long unfortunately. For ReliAscent, we also have a new outlook on the new year with new plans, goals and objectives for the company. One of our goals each year is to continually improve both our service levels to our clients as well as improve ReliAscent as a desirable place for our employees to work. I would like to share with you here what we are doing to accomplish these goals.

First, we believe at ReliAscent that our clients should view us as valuable business partners. Our mission statement says: ReliAscent is "to assume the complexities of business operations and government requirements for our clients, so they can bring unique talents, services or technology to the marketplace."

To be viewed as a valued part of our client's team, we must provide timely, accurate and highly valuable services to our clients. We have done several things to put us on a path this year to increase our value to our clients. First, we completed our second annual client survey in the fall to ask our clients

what was right, what was wrong and what we needed to do to improve. We take those results to heart at an annual company meeting, following the survey, where we address them and implement plans to improve. One of the results of this discussion was that we needed to add some more resources at ReliAscent to make sure our staff is not so overloaded that they cannot respond in the manner that our clients expect and deserve. We have gone out and found new employees with impressive backgrounds in service to government contractors to add to our staff. Many of you have already met some of the new staff but if you haven't, you can get a brief introduction here. Please don't hesitate to reach out and say "hi" to them if you get the chance.

The second major objective is to improve service levels to clients. Certainly, the additional staff will be a major thrust in this area. We also are making an effort to standardize a lot of our internal procedures so that there is more consistency from client to client. This will help with backup and support when employees are on vacation or otherwise out of the office. This will also help quality as everyone will be versed in the same procedures. We

are also instituting several peer reviews of product before it goes out the door. In the past we have had the Account Executive review documents before going out, but quality should be built in, not inspected in at the last step. Peer reviews will help that immensely.

At ReliAscent, we are excited about 2019 and beyond. We have constructed a terrific staff here with tremendous skills, as well as ensuring we provide an environment where employees can succeed. We feel that if both our employees and our clients succeed, that we will continue to provide the best value in the industry. We look forward to growing with you, and thank you for your business!

- Mike Anderson,
CEO, ReliAscent





MEET OUR NEWEST TEAM MEMBERS



Nickie Kelly
Account Executive

Nickie has 25 years of government contracting experience in the areas of contract management, finance, accounting, program controls, performance measurement and proposal preparation. She served as Executive Director for two non-profits and has a Master's in Nonprofit Management.



Tracy Thompson
Account Executive

Tracy has 22 years experience in senior executive leadership and pivotal strategic planning roles for companies within the Defense and Government Contracting industry. She also has advanced degrees and certifications in finance and accounting.



Jillian Dearing
Senior Accountant

Jillian has over 20 years' government contracting experience with several large R&D and Aerospace firms. She has a strong background in Deltek's Costpoint, Vision and Ajera products. Jillian has worked with numerous DCAA auditors throughout her career to ensure company compliance.



Debora Guidetti
Senior Accountant

Debora has over 25 years of finance and accounting experience in multiple industries. She has been the principle contact in 5 successful government audits as well as 10 audits in the private sector.



Deborah Wilder
Senior Accountant

Deborah has 25 years of experience in commercial & government accounting. She has worked with small aerospace and service contract companies for 10 years, and specializes in accounting and government compliance for small firms with DoD and NASA contracts.



Rachel Handel
Staff Accountant

Rachel has a degree in accounting and over 3 ½ years in finance and accounting with extensive experience in QuickBooks and government grant and contract accounting. Rachel excels in customer service and has excellent dedication to deadlines and follow-through for her clients.



Celeste Zamora
Junior Accountant

Celeste has 8 years of experience in the accounting field. She has worked in the consulting and manufacturing industries, starting as an accounting clerk and moved her way up. She takes pride in delivering clear and concise accounting!