



5830 Arbol Court
Rockford, MI 49341

May 23, 2002

To Whom it May Concern:

I have had the privilege to work with Thomas Colby during a recent multiple phase Application Migration Project. Working as Lead Trainer during this project I have had the opportunity to review and applaud his performance on several occasions. It has been a pleasure having him on my team.

Tom is a professional application specialist of high caliber. His knowledge of the Microsoft Office Suite, and particularly Microsoft Word has proved invaluable. In addition, his courseware knowledge and development skills have been proven an asset. I've received many compliments from clients who rely on Tom's exemplary insight and experience. Management and personnel in tech support, training, and other departments have also praised his contributions.

I consider Tom an innovative self-starter, who rarely needs supervision. He is punctual and typically exceeds expectations. He handles pressure well, and will voluntarily work evening and extended hours to assist with client deadlines. Furthermore, Tom's innovations and problem solving have enabled us exceed *interim* problem solving and instead implement procedures to further the workflow and enhancement productivity.

Tom has been an invaluable asset to our team and would be a remarkable addition to any Technical Services Department. I highly recommend hiring him. If you'd like to discuss his attributes in more detail, please don't hesitate to contact me.

Sincerely,
Quincy Harley, Jr.
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