



Larry McMahon  
Vice President of Services

June 20, 2006

Hiring Manager

Dear Hiring Manager:

It is with great pleasure that I recommend Shaun McNamara for a position of technical writer, marketing communications specialist or technical trainer.

Shaun worked directly for me at Pingtel for two years. During that time period he initiated several changes that resulted in significant improvement in Pingtel's documentation and training.

Shaun created a training portal and developed all the on-line technical training classes for our resellers and enterprise customers. He researched available documentation software, then implemented web works which is an integrated documentation and on-line help capability. This effort resulted in a measurable and substantial decrease in support calls and improvement in customer product satisfaction. Shaun also supported marketing for all of their outbound communications needs; creating documentation CD's for shows, creating logos for marketing programs, and recommending and making many changes to the Pingtel WW site.

In summary, Shaun would be an excellent addition to your team. He is highly motivated and is always willing to help out anywhere in the organization. He has worked on weekends and many evenings to meet release schedules without being asked. The quality of his work is excellent. His good judgment and mature outlook ensure a logical and practical approach to all his projects.

Shaun would be an asset to any organization, and I am happy to give him my wholehearted endorsement.

Sincerely,

A handwritten signature in blue ink, appearing to read "Larry McMahon". The signature is fluid and cursive, with a long horizontal line extending to the right.

Larry McMahon  
Vice President