



June 29, 2000

To whom it may concern:

John Glenn has worked with me as a contract technical writer and has demonstrated exceptional competence and dedication to all assigned tasks. I have found him to be reliable and knowledgeable in all aspects of the product documentation process.

His primary task was to convert our existing documentation source files from Adobe PageMaker format to Adobe FrameMaker format. This task was accomplished ahead of schedule and with minimal rework. He took all the initiative to fix problems associated with this conversion and correct the template format we were using.

I would not hesitate to recommend John for another position or to rehire him in the future.

A handwritten signature in black ink, appearing to read 'Larry Scott'.

Larry Scott  
Sr. Technical Writer  
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