

June 7, 2004

To Whom It May Concern:

It is my great pleasure to be a reference for Thom Parkin. Though I have known him for a relatively short period of time, roughly nine months, I am sorry that he is leaving our company. In that brief span, he has carved out a niche for himself that combines his particular interests and talents with our group's specific needs. He will leave a hole behind as he leaves. However, I do not begrudge him for leaving- his motivation for leaving, to be with his family, demonstrates in concrete terms that his priorities are in good order. This strength of character shows up consistently in his work.

From the very beginning, two of Thom's attributes distinguished him. First, he is a remarkably positive person, with a warm personality and live sense of humor. As he was learning the processes of our operation, this made it very easy to teach him the ropes. Though he learned quickly, he also responded well to constructive criticism and feedback.

The second attribute that makes Thom stand out is his ability to constantly come up with new ideas. He was willing to look at longstanding business practices and offer different suggestions about how we could improve them. Sometimes this meant using a new technology, other times it meant modifying our process flow. His technical background plus inquisitive nature worked well for this. Of particular value was the combination of his positive outlook and his creative ideas. Simply put, because he was new to the program and was still learning the processes and political sensitivities, some of his ideas would have backfired or failed because of reasons beyond his experience. I was often the first person to hear his ideas and had to make decisions about whether to encourage them, ask him to modify them, or simply tell him they would not work. When an idea fell into this last category, he did not become discouraged, but started looking for another one. We all benefited from this. Part of his legacy will be a streamlined registration process that has increased our processing efficiency, and at the same time reduced the chance for clerical errors along the way.

I wish Thom the best in his new endeavors. Please do not hesitate to contact me if I can be of further assistance.

Sincerely,

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