Homeland
Security

July 2, 2004

Re: Letter of Recommendation for Thomas Parkin

Dear Sir or Madam:

I've had the privilege of working with Thom since October 2003 and he made an immediate impression on me as the "go to" guy for any problem or task that other people said was "too hard" or "impossible." I always received a positive response from Thom no matter what the challenge. He never backed away from a challenging task. In fact, I rarely had to challenge him because Thom is self-motivated to identify problems and, more important, to find or develop workable, innovative solutions. He is efficient, very creative, conscious of the bottom line, and knows how to make and keep his customers happy.

As soon as Thom joined my team, he found room for improvement in several of our established customer interfaces and products, to include both our public information web site and our secure web-based transaction processing application that handles thousands of transactions per month. His web savvy was sorely needed and our customers have told us we're making much needed improvements, all based on Thom's expertise. He also completely revamped our newsletter, adding interest to its layout and developing topics of significant interest to our readership. These are just a sample of the many improvements Thom spearheaded during his tenure here.

Thom has a combination of talents I haven't seen in a long time, and I feel his absence from my team on a daily basis. He is not a commodity; he is unique in his skill set, attitude, and demeanor. He is not easily replaced, but I understand his need to join his family and make career decisions that are hard, and I applaud him for keeping his priorities in place.

Bottom line: I highly recommend Thom Parkin for the tough jobs, the ones that others won't attempt or have failed at. You will *not* be disappointed. I can be reached at 703-607-6171 if you need further information or recommendations.

Sincerely,

William J. Scheppers, Jr., Lt Col, USAF
Chief, Government Emergency Telecommunications Service