

May 5, 2014

To Whom It May Concern:

Kathleen is a dependable individual whom I have enjoyed working with for over a year at Parallon. I have had the opportunity to observe Kathleen's professional skills as well as interpersonal style. She is consistently pleasant, and takes on all assignments with enthusiasm and dedication. Regardless of deadlines or other pressures, Kathleen always delivers.

We worked together on highly complex scheduling software where Kathleen was responsible to develop context-sensitive user help. She always amazed me with her instructional development capability, technical writing skill, ability to quickly absorb new and complex subject matter, responsiveness to "last-minute" requests, initiative to improve existing work procedures, adaptability to ever-changing needs/priorities, eagerness to learn, and consistently good humor—all in a remarkably fast-paced, demanding work environment.

Kathleen is a detail-oriented individual capable of capturing and analyzing the finest minutia in a developing product, creating documentation tailored to subject matter experts who represent each business unit and each level of user from staff to administration to upper management, and then collaborating with the BA and the SMEs to obtain their review and approval of documentation, to ensure "accuracy and completeness" before publication and the release of the product.

As a Business Analyst, it is always a major plus to have someone as detailed as Kathleen to document your software. It was a pleasure to work with Kathleen and she will be a wonderful asset to any organization.

Sincerely,



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