

23 January, 2004

To: Whom It May Concern

Dear Sir or Madam:

I've worked with John New since 1999, when I joined this company as a software engineer. Since then John has worked with me and other developers on a number of software products. John's main role in that period has been technical writing, but he has also provided some excellent feedback on product quality and usability.

John is tenacious and thorough – excellent assets when developing help documents and products, and also invaluable in product testing. Any disagreements over product or interface design with development staff were always resolved amicably, usually because it was clear that John took a very objective perspective. In addition to these useful personal skills, John is proficient in using the range of tools required for producing all of the documentation; help software, demonstration kits and web pages that we required.

I would not hesitate to recommend John to a potential employer, either in a similar role to the one in which I've known him, or in a different role - John's recent studies demonstrate his adaptability. Please don't hesitate to contact me if you want me to expand on this reference.

Sincerely,



Andy Simpson
Senior Software Engineer