

To Whom It May Concern:

I have known John New since 1990. Our employers jointly developed a product (NonStop NET/MASTER), a very large undertaking between an Australian company, SDI, and Tandem Computers in Cupertino, California. John and two other writers at SDI were assigned to write six manuals. I was the Publications Project Coordinator. I was to lead them through the steps for planning the manuals, overseeing their progress, providing coaching, editing, etc., and providing guidelines toward having their manuals be consistent with manuals written by Tandem Computers.

John's and my professional relationship lasted three years, full time. During this project, we expanded the manual suite to nine manuals. We added three more writers, from the US side. I managed all the communications between the three working sites, California, Sydney and Virginia (US). We published the suite three times, with each new release of the software, enhancing the content and quality each time. John became the lead SDI writer during this project. This was John's first technical writing position, so he was in a learning role for the first year. He advanced quickly into the technical writing position, absorbing my input timely.

John is a very careful and motivated writer. We had many daily e-mail interactions and weekly conference calls. As the staff changed on the writing team at SDI, John took the responsibility to train those writers to use the Tandem writing tools and the software product that they were documenting. John worked very well with the US writing staff; collaborative work on this manual suite was a must.

I have only positive memories and favorable opinions regarding John from this project in the early 90's and in the nine years since. John became a very strong writer in the three years of our joint project, he absorbed writing style comments quickly and accurately. Also, John has the capacity to learn technical details. He learned the many facets of the product we documented as well as the software authoring and publishing tools. From my interactions with him since, both professionally and personally, I have noticed that John has expanded into many different writing arenas, such as online help and web-based publishing. He has grown within the writing profession with each year of his career. For the seven or eight years following my work with SDI, John became responsible for servicing customer needs for the NonStop NET/MASTER manual suite, sometimes requiring interactions with me or technical members. On occasion, he and I exchange e-mail messages regarding publishing trends, techniques, etc.

John is a trustworthy and very pleasant person to work with and know. John and I have become long-distance friends since formally ending our writing assignment. We exchange e-mail messages and Christmas cards still. I have a very high regard for him as an individual and a professional. He's someone I enjoying knowing and truly enjoyed working with. We have never met face to face, but his genuine character is one that travels many miles and has held true for twelve years. I would hire him in an instant if I had the opportunity. No one would ever be disappointed with his professional performance.

I hope I have been helpful with this recommendation. I can be reached for questions via e-mail or phone.

*Lydia C. Foster*

Supportability, Performance, And Manageability Publications

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