

May 2, 2005

It is with a mixture of eagerness and regret that I write this letter on behalf of Rich Williams....regret that he has chosen to move on from our company, but eagerness to extol his virtues.

My experiences with Rich have always left me with feelings of gratitude and respect. On many occasions Rich has gone out of his way to help me, even while dealing with more pressing issues assigned to him. Somehow, he manages to multi-task effectively and nothing falls by the wayside as a result.

Most recently, I had a real problem with an application that had been loaded into my computer by another tech. For over a month, I fought with this application, repeatedly calling the Systems Dept. to see what I was doing wrong, or why it was failing to do the things it had previously done on my former computer. For weeks this went on, with no solution. Since my job entails uploading various manuals with this application, I was naturally becoming extremely frustrated and losing faith with the Systems department. At one point, I was actually on the phone with four techs in this department simultaneously while they walked me through each step, watching me remotely, and sitting dumbfounded and helpless when (once again) this task failed. It was decided (for the third time), that the tech in charge of this software would come install it once again.

Immediately after this maddening exchange, however, I was speaking with Rich on the phone for a totally separate reason. When I mentioned my troubles with this software Rich asked me to go in once again while he "remoted it". Although Rich does not even deal with this application anymore, he immediately diagnosed the issue and corrected it within ten minutes. No muss. No fuss. No crowing about how smart he is. He just found the trouble spot, fixed it, and went on his merry way while four techs sat back at the ranch, scratching their heads over the ghost in the machine.

Although this is only one incident, it is typical of an experience with Rich. He is a font of knowledge, but relatively low-key about it. If he doesn't know something, he does not morph into a tech jargon-spewing spin doctor to try to cover it up. He'll deal with you honestly and directly. If he can't help you, he'll suggest other resources for you to get what you need.

Rich is an asset to this company and I am really sorry to see him go. His knowledge, dependability, and forthright (yet always respectful) attitude will be sorely missed.

Sincerely,



Helen G. Eaton  
Retail Trainer/Technical Services Coordinator  
Harbor Federal Savings Bank  
(772) 878-2026