



May 10, 2005

Downtown Fort Pierce
100 S 2nd Street
Fort Pierce, Florida 34950-4393
Telephone: (772) 461-2414

Dear Sir or Madam:

Rich Williams has worked at Harbor Federal Savings Bank for the past four years. During this time his interaction as a direct report to my position allowed me the opportunity to observe his work behavior and technical ability.

In 2002 our institution underwent association wide upgrades to our networking systems and workstations. These changes included Netware server upgrades from Netware 4 NDS to Netware 6 E-Directory, Windows 2000 ADS Domain, and workstation upgrades from WINNT to Windows 2000. Rich played an integral role in all aspects, and improved his knowledge of both network OS, and workstation OS, as well as conversion practices in general. Rich has thorough understanding of Novell and Microsoft server management and administration, including, Zenworks for Desktops as a software deployment method, Groupwise email systems, and various management utilities.

Rich was promoted to an engineer supervisor and was charged with the bulk of hardware maintenance, and with several association wide software packages; Microsoft Office, Internet Explorer, OS service packs, Fiserv Vision host systems, and a variety of proprietary software installations. Rich oversaw the daily duties of two or more technicians, and was project manager for several new branch locations and back office reconfigurations during this time. Rich rapidly became recognized as a capable leader and was often referred to as a training resource for end users and IT techs alike.

Rich is currently in a specialist position that affords him time to gain in depth knowledge of several technically specialized software environments with the association's subsidiary companies, including Appraisal systems, and Insurance systems. Rich is highly involved with the networking and telecommunications manager as a project leader and as a cross-trained backup. Rich helped redesign our purchasing policies and maintains an outstanding rapport with our vendors.

Rich has certainly proven his dedication and willingness to take a step beyond what is required of him. In 2004 Hurricanes Jeanne and Francis hit the association hard and severely damaged two locations, one of which was an one hundred plus user building. The power was out for several days at our main IT locations and nearby office buildings. Rich was one of the first employees on site the day after each of the hurricanes, and worked nearly around the clock during the following days. Rich worked with noisy generators, and poor lighting, in damp buildings, to reestablish the network and telecom communications. Rich then continued to help salvage equipment and relocate employees and their systems to dryer locations. Upon the completion of repairs to our operations center, Rich was tasked with the networking and telecommunications infrastructure of the building. Our senior management praised rich personally for his contributions.

On a personal note, Rich has participated heavily in my association's commitment to local charity. I co-captain the team that raises funds for the Exchange Club C.A.S.T.L.E. Chili Cook Off each year. Rich has dedicated time, resources, and tremendous effort for this great cause, and for that I am grateful.

Please consider these statements as evidence of my convictions towards Rich. I strongly recommend Rich Williams for any technology oriented position, and I am convinced Rich will be a valued asset to you or your company.

Sincerely,

Scott W. Grow
Systems Lending Application Manager
Harbor Federal Savings Bank



harborfederal.com

