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To whom it may concern:

Please accept this letter of reference for Mr. Rich Williams. I have worked with Mr. Williams for approximately three years. As field technicians in differing specialties, we frequently relied upon one another in situations that required both our skill sets. Rich quickly grasped concepts and skills outside his arena, and readily shared his knowledge with other technicians. An erstwhile team member, he is conscientious and thorough, going beyond solving whatever symptoms are presented and addressing the underlying cause.

On projects where he was the project lead, he brought the same thoroughness to bear. He is able to delegate tasks effectively, while ensuring their completion. Guiding team members as needed, he has been able to meet the deliverables of the project, while helping broaden the skills of those involved. An excellent example of this is the Department of Children & Families' Port St. Lucie office. Responsible for the planning, specification, and completion of all data and voice communication installation and operation, Rich was able to do so within all specified deadlines, budgets, and performance requirements. With his guidance, the project team was also able to develop skills that continue to serve them today, such as phone and data line installation and testing. At this time, the Port St. Lucie office is the most consistent and trouble free installation in our area of support.

In other areas of his responsibility, he was able to significantly reduce the agency's cost for our communication needs, in some cases by as much as fifty percent, while increasing the services available to us.

I believe Mr. Williams would be a valuable addition to any future employer, and given the opportunity, I would gladly work with him again. If I can be of any assistance, or should you have any further questions, please feel free to contact me.

Sincerely,



James Frampton  
Network Systems Specialist  
Department of Children & Families