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**Operations Center**  
PO Box 1030, Vero Beach, Florida 32961  
(772) 569-9200 • Fax (772) 563-2353

October 19, 2007

**To Whom it May Concern:**

Rich Williams has worked for me as a Information Systems Technician since June of 2005. His responsibilities have included first line user technical support, active directory deployment and application distribution, phone system configuration and maintenance, and branch / department system applications and hardware deployment.

During his time here he has had an impact on the support function of the department. He has provided a level support and consistency that was greatly needed in the department. He assimilated into our work environment immediately, and as a result was able take on responsibilities for certain applications from the start.

Rich is respected well by his co-workers for his willingness to help anyone anytime he can. He has been instrumental in helping institute remote customer support to the department saving both time and money.

He is very well organized, diligent in his duties, and always on time.

Rich has done an excellent job and I would highly recommend him for any position within your organization.

Sincerely,

A handwritten signature in black ink, appearing to read "John C. Keiler". The signature is written in a cursive, somewhat stylized font.

John C. Keiler  
SVP Information Systems  
Indian River National Bank

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