



U.S. Department of Homeland Security  
Transportation Security Administration  
6595 Springfield Center Drive  
Springfield, Virginia 20598

May 02, 2022

To Whom it May Concern:

I am writing this letter in recommendation of Luis Rosales. Luis participated as an intern for the Transportation Security Administration (TSA) Inspection Office through the Homeland Security Professional Opportunities for Student Workforce to Experience Research (HS-POWER) program from December 2021 to March 2022. During his internship, Luis developed a tool to generate a list of airports using stratified random sampling and optimization presented in a streamlined user interface, in support of the needs of the Inspection Office. Of note, Luis' ability to work independently, his drive for self-improvement, and adaptability make him a good candidate for employment.

Luis participated in the internship remotely, and embraced all the challenges associated with this. While we had regularly scheduled weekly check-ins, much of Luis' product development was done independently. Luis showed great skill in being able to take a core concept and expand on it without substantial guidance. In doing so, he proved his motivation to continually improve himself. For example, Luis identified a desire to improve his skills in front-end development and aesthetics. As our office was mostly looking for the technical and optimization components of a sampling tool, we had not requested anything specific of a visual interface. Nonetheless, Luis took it upon himself to work on his front-end interface skills and develop an easy-to-use and stylistic interface for the product. Furthermore, Luis showed great adaptability. He responded well to technical feedback and effectively incorporated it. When faced with security challenges inherent to government work that prevented the use of certain programs, Luis pivoted quickly to learn new functions and libraries in order to accomplish the task within the confines of approved programming languages. In instances when Luis was presented with potentially sensitive and/or personally identifiable information, he was diligent in asking questions to ensure he was appropriately protecting the information in accordance with TSA policy.

Overall, it was a pleasure to mentor Luis throughout his internship. He was eager to learn, hard-working, and ultimately produced a tool at the conclusion of his internship that showed his ability to apply his technical knowledge, learn new skills, and understand and incorporate the needs of our office.

Sincerely,

Michelle Kramer, PhD  
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