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June 2, 2023

To Whom It May Concern:

It is my pleasure to provide this letter of recommendation for Seth Parsons, who has worked as my IT Technical Assistant for the past five years. Seth came to us two weeks after graduating from high school and has worked both full-time and part-time during his college career as he pursued an undergraduate degree in Computer Science. As his direct supervisor I have observed his strong work ethic, attention to detail and professionalism.

Two of Seth's many admirable traits are his ability to learn new systems quickly and to work well with very little supervision. With modest exposure to systems such as Active Directory, and administrative portals such as Office 365, Adobe, Auto Desk and others, I quickly came to trust and rely upon him for nearly all user and computer hardware and software setup, and user support for our enterprise of 150 employees. It soon became apparent that I could simply explain a desired outcome and he would be able to take it from there.

His critical thinking skills and attention to detail were invaluable during the past five years as we developed a proprietary project management software system. After about a year into the project we elevated Seth to Lead Tester for both the web-based Admin App and the complimentary mobile device App. He routinely identified both glaring bugs and elusive edge-case scenarios and was very thorough in documenting them in our JIRA board for the developers. That experience also prompted us to assign all application user documentation production to him. He also participated in documenting operational procedures and protocols for the system in Confluence.

Our proprietary project management system relies upon hundreds of defined process workflow diagrams expressed in *Business Process Modeling Notation* (BPMN) and an integrated third-party BPMN engine called *Camunda*. These process diagrams can become quite complicated with various logic gateways, delegate expressions and listeners. Seth quickly became our Camunda guru as we iterated and tested these process definitions. At my challenge he developed a Java-based application to make global changes to these definitions in-bulk, thus saving us quite a lot of time and reducing the potential for errors.

Seth has my highest recommendation and support as he transitions from academia into the high-tech workforce. His professionalism, attention to detail, critical thinking and ability to work both independently and in a team make him a valuable addition to any organization. Feel free to contact me if I can answer any questions or provide additional color into his abilities or personality.

Sincerely,

Will Guidry, Architect

IT Department Manager

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