December 1, 2020

**RE: Tyler Gillette: Recommendation to promote to Network Manager.**

John,

It is with much confidence and enthusiasm that I recommend Tyler Gillette for the Network Manager position in IT. Ming, Tyler, and myself are confident that Tyler will carry out the responsibilities of the Network Manager position at the level of attention and quality we expect and desire.

From our discovery of the current network and security systems during our recruiting process, it was revealed that Tyler Gillette has the most knowledge and experience in our network system. In October 2020, this information assisted in the decision to offer Tyler the opportunity to compete for the position before entertaining further recruitment from outside of Anlin.

Over the past 2 months, Tyler has demonstrated enthusiasm and a strong ability to troubleshoot system issues and provide solutions. His accomplishments are noted below.

Another benefit to the team with Tyler assuming the role of Network Manager is the opportunity for Josh Loete to promote up into the responsibility of maintaining and enhancing the Equote environment. Josh has always worked closely with Tyler on Equote and SVG and his time in the Help Desk has made Josh a skilled programmer.

**Accomplishments:**

**Wifi Access Points: Connection issues resolved**

* New Con Building Wifi issue: Personnel reported that there was no wifi signal in the New Con building. Tyler identified the issue as being a bad switch. Tyler was able configure, test and deploy a new switch without assistance or failure. This is the same task that was mishandled by the previous person, which took connection down in Production and the New Con office on July 23, 2020 for a day and a half.
* Wifi dead-spots (Finished Goods): Responding to reports of connection loss in Finished Goods, Tyler was able to create a “heat-map” of the current wifi saturation in the plant and determine corrective actions.
  + Tyler found two Aerohive wifi access points were not on, and that three others were not set to the proper bandwidth range, making them underpowered and difficult to remain connected to.
  + Actions:
    - Rebooted the two unresponsive Aerohives and configured all units to the proper power band settings.
    - Monitoring Software: Identified, setup, and began monitoring of all wifi access point devices in the building to ensure constant connectivity.

**Documentation and Testing: New procedures and documents**

* Created documentation:
  + Wifi Heat Map and locations of all Access Points and computers in the plant.
  + Switch Configuration settings and training script tested and validated by Steven and Ming.
* New Process for setup and testing of switches:
  + Created a “Test Environment” for configuring switches to ensure configurations are correct before deploying a new switch.

**AME- Lineal Optimization: Equipment interface**

* Researched, tested, and installed the new Tiger Stop interface switches (dongles) on the 5 computers in the Patio Doors shop.
  + This was a complex and coordinated effort with a Friedman programmer to ensure that Frontier was sending and receiving the correct signals and values between Frontier AME (in Ohio) and the Tiger Stop mechanical device (in Clovis). Tyler demonstrated the ability to configure the dongles, read Friedman’s programming language, and recommend and test solutions for time delays, decimal tolerances, and machine requirements.
* Coordinated with Maintenance on Computer & Monitor stand fabrication and timelines for the installation and testing.
* Ran 300’ of ethernet cable in Phase 1 to connect the PD Screen Saw. Prevented need for outside contractor or maintenance personnel to run the cable.

**System Performance:**

* Firewall: is a security system for incoming/outgoing web traffic on Anlin’s network.
  + In response to OE feedback on system speed, Tyler reviewed the RULES on the Firewall system and found a lack of proper setup on speeds and throughput that were contributing to reports of slowdowns and waiting for refreshes from OE.
* Bandwidth Leaking detected: Docuware file transfers
  + 8 months ago, Docuware had requested that we slowly upload our old document images to the new system. Tyler found that this process was bleeding needed bandwidth, it was going to take another 6-8 months to complete. Tyler downloaded the data to an external hard drive and had Dalven send the drive to Docuware to upload locally, reducing the loss of bandwidth in OE.
* Servers (Local): Backups and storage
  + Identified that the backup settings on the shared drives on the Servers were improperly setup, resulting in excess data storage that would have used up all the storage space. Corrected the setup and removed duplicate data.
* Office 365 (Outlook): Email security protocols
  + Created SPAM rules to block harmful emails and high target users
    - Preventive: Has blocked 100’s of malicious emails from reaching users.
  + Created email [Spam@anlin.com](mailto:Spam@anlin.com) for users to submit suspicious emails to so those senders can be added to the SPAM rules.
  + Activated the External Email flag and rules:
    - Displays: **CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender, and know the content is safe.**
* Service Scheduling Webservice: Custom Program
  + After Jason broke the Version 1 Service application, we were able to connect Crystal in Service to the Version 2 application. Unfortunately, Jazmine was not able to access the new system.
  + Tyler was able to find and correct the section of code required to give Jazmine access.