



June 20, 2019

To Whom it May Concern:

Joshua Townsend requested that I write a letter of recommendation in support of his employment at your institution/company. I am happy to do so. As one of his supervisors I am confident I can offer an informed judgment of his promise as a quality employee.

Josh has served as the technical support person in the School of Communication Studies at Kent State University for two years. During this time, I have had the opportunity to watch Josh develop as a technician and a professional. We are a large school with 150+ computers and various pieces of instructional equipment for Josh to attend to. This is a daunting job, but Josh rose to the task and not only did he service the computer / instructional technology, he also managed the frazzled professors and students who were in need of his immediate expertise and assistance.

He is clearly unlike other student technology support people we have had in our school. Josh would invariably fix the problem, calm the person, and put in place protocols that assured that the problem did not happen again. This level of initiative and follow-through is rarely seen in the workforce and even more absent in the student employment front.

Josh's inquisitive mind and willingness to learn and be engaged is evident and proof of these qualities is the 25-page report he wrote dealing with infectious software. The report details types of infectious software, common methods of infection, and the effects of each type. Josh is exceptionally bright and will undoubtedly excel in his professional pursuits.

In addition to superior professional performance, Josh has a remarkably mature attitude. He was never late and is well prepared to handle whatever crisis would come up on any random day. Although not often identified as a requirement in position listings, it is important to note that Josh is a pleasant, congenial, polite, and a respectful person who is easy to work with.

Joshua Townsend has my highest recommendation and I hope you seriously consider his application for employment. If you have any questions regarding his application, please feel free to contact me via email (egraha18@Kent.edu) or telephone (330.678.3087).

Sincerely,
Elizabeth Graham

Elizabeth Graham Director, Ph.D.
Director