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To whom it may concern:

I was until recently the manger for Jim Goldbloom at NTT-Verio. I had the privilege of supervising Jim's work from August of 2001 through February of 2002 in his role as a quality control engineer within NTT-Verio's Customer Engineering division. In that time he proved himself to be a distinct asset about whom I have only glowing remarks. This is my personal letter of recommendation to you regarding Jim.

I was very sorry to see Jim go (and am distressed at the prospect of doing without him), which was unavoidable as part of a sweeping round of layoffs that were strategically based on organizational structure, and not at all on individual performance or value. In my professional opinion, NTT-Verio suffers a loss due to his departure that will prove noticeable on a broad scale.

Jim distinguished himself among his peers by developing tools and processes that consistently exceeded the expectations of myself and of my directors. Solutions that he created were imaginative and efficient, and they have positively impacted our internal operations and our service to our customers. Jim modeled the values of exceeding customer expectations, seeking restlessly for operational improvement, and overall commitment to excellence in those projects with which he was associated.

Jim also demonstrated technical skill that was well ahead of most of his peers. He was entrusted with the task of auditing every customer support escalation, and with rating the quality of work done by support engineers according to a set of benchmarks that he himself developed, which were approved and adopted by the director of our Customer Service Organization. Jim proved his worthiness to perform this work by regularly (and diplomatically) providing constructive and pertinent criticism to individual engineers, and by offering substantial feedback on how to improve our overall customer support procedures and methods, which we integrated into our customer support workflow.

Jim is also a personal pleasure to work with. My management of Jim was geographically remote, with him on the east coast and me on the west coast. The generally awkward nature of remote management was eased for me by his constant habit of delivering completed projects on time or ahead of time. He always provided me with the sense that I could rely on his dedication to whatever work was allotted to him. Jim collaborated with co-workers extremely well in cooperative projects. I regularly received enthusiastic praise for Jim from those engineers whose work he audited for quality control, citing his technical coaching and professional guidance as influential and motivating.

I can confidently recommend that you hire Jim for any position for which he is a candidate. I will be pleased to provide further information or commentary if you so desire. Employing Jim is an opportunity not to be missed, and one that I would seize if given the opportunity in the future.

Sincerely,

A handwritten signature in black ink, reading "Craig Harlow". The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

Craig Harlow
Manager, Customer Engineering
NTT-Verio