

David Morse
IT Manager
Mountain Cascade, Inc.
davidm@mountaincascade.com

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To whom it may concern,

It is my pleasure to strongly recommend Nutthawat Panyangnoi to any company with technology needs.

I've worked in IT for 30 years and I've been the IT manager of Mountain Cascade for 20 years. Mountain Cascade is a construction company that has offices in California, Nevada and Texas and we do about 350 Million dollars a year in work. Our inhouse IT department builds, configures, installs, secures, maintains and provides support for all of our servers and computers. Nothing is outsourced. In March of 2020, while Nutthawat Panyangnoi was still a full-time student, I hired him as an IT Technician. My goal was for him to be a true backup for myself and, during his 3 and ½ years at Mountain Cascade, he was.

Here are some of his accomplishments and strengths:

- Provided comprehensive IT support, significantly enhancing customer service and satisfaction for engineering, project managers, and field workers.
- Identified and recommended software upgrades to drive technological improvements and operation efficiency.
- Advised on technology usage and process enhancements to streamline company operations
- Set up handheld devices for specific use cases, ensuring they met precise operational needs.
- Managed and optimized virtual machine servers, enabling seamless remote engineering work.
- Diagnosed and resolved complex hardware and software issues, with a specialization in Windows environments.
- Configured and enforced security policies and systems on Windows servers to ensure data integrity and protection.
- Led strategic IT initiatives, including technology upgrades and server optimization, aligning with organizational objectives.
- Delivered IT support for specialized applications, including HCSS, Sage products, and Timberline Accounting.
- Configured NAS server backups to ensure data continuity and security.
- Developed Windows BASH scripts in conjunction with Robocopy to automate data management tasks.
- Managed and maintained the company's VoIP phone system, ensuring reliable communication infrastructure.
- Constructed and built computers from the ground up, matching requested specifications to meet precise operational needs.
- Repaired laptops and desktop PCs, ensuring their optimal functionality and longevity.
- Setup and configured DNS/DHCP, printers, scanners, and VPN connections to the main office, ensuring seamless network and device integration.
- Facilitated the implementation of multifactor authentication throughout the company.

Technology is constantly changing. I feel that what a person knows is infinitely less important than how quickly he or she can master the unknown. When Nathan (Nutthawat) was hired, as a student in college, he did not know everything above. Over the 3 ½ years he was at Mountain Cascade, I came to see him as a quick learner with excellent problem-solving skills. He is someone I knew I could rely on and he is well liked and respected at Mountain Cascade.

Sincerely,



David Morse