

Lynette Whittenton

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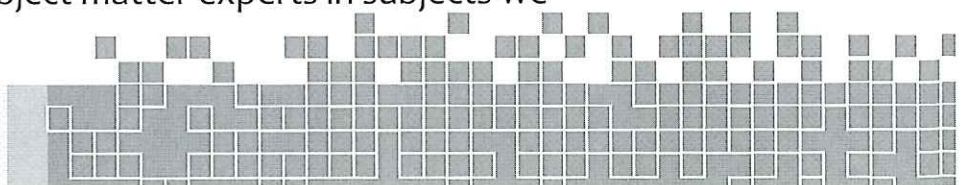
To whom it may concern,

I am writing to recommend Melissa Grohman for employment. We worked together from 1998-2003, and I still remember the quality of her work and her intellect. At the time, we both served in the NASA Safety, Reliability, and Quality Assurance organization as technical writers. Our mandate was to attend safety meetings for spaceflight hardware and to document the decisions and rationale reached for items under review.

During this time, the Columbia Shuttle broke up in the atmosphere over Texas, and NASA commissioned an internal investigative body, the Columbia Accident Investigation Board (CAIB). The CAIB, in turn, commissioned the Fault Tree Technical Review Team to investigate all possible faults that could have resulted in the catastrophic structural failure.

Melissa and I were among the technical writers tagged to document the discussions, rationale, and decisions reached by this board. These meetings often discussed chemical, structural, and electrical issues at the Ph.D. level, and technical writers teamed up in the meetings to ensure conversations were fully captured. It was a daunting assignment, to say the least.

During our time in the meetings, I was consistently impressed with Melissa's ability to listen to and absorb these incredibly nuanced technical discussions with subject matter experts in subjects we



hadn't studied since high school. Her written accounts of these discussions somehow captured the nuance of the discussions in a way that all readers could understand and use without sacrificing technical accuracy in any way.

In short, my experience with Melissa is that she is capable of entering any technical conversation at any level of expertise and both understanding and documenting it thoroughly and accurately. I can recommend her for employment without hesitation.

Sincerely,

A handwritten signature in cursive script, reading "Lynette Whittenton". The signature is fluid and elegant, with a long, sweeping tail on the final letter.

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