

## Letter of Recommendation for William Collins

October 31, 2022

To Whom It May Concern:

I am writing this letter to extend my recommendation of William Collins for future employment with your company. William joined our team in May 2022 and began adding value to his team and our business. As a member of the PFL Leadership Team, William was responsible for leading our Software Engineering team during a critical time for our business. William's experience and knowledge of software development made him an ideal candidate for this role. When PFL was faced with the difficult decision of downsizing in late 2022, newer positions created within the year were among those that were rolled back.

In his role, William had significant responsibility for his direct reports and for cross departmental initiatives to which his team was committed. However, I believe the most inspiring thing that I can share with you today as you evaluate William for future roles is the list of key accomplishments that William delivered to our business between May and November of this year:

- Delivery of MVP to market in 4 months
- Delivery of Cloud (Azure) app consolidation plan that reduced costs by ~\$50K per month
- Instituted enhanced metrics to baseline and provide monitoring of Continuous Improvements (CIPs) initiatives across Dev, QA, SRE and Data teams including but not limited to measure of: Velocity, Sprint Burndown, Cumulative Flow, code Coverage, Cycle time
- Hired and mentored new QA manager. Collaborated with team to assess and move QA maturation level of ~1.6 to 3 and Automation from zero to 54% in 6 months.
- Assessed and moved SRE team/Ops from maturation level of ~1.8 to 3 out of 5 in 4 months with plan to move to 4.5 to 5 within the next 2 Quarters including introduction of advanced AI features
- Delivered multi-threaded, cloud-based pipeline and process to deliver E2E build of ML models and initiated plan to move toward more real-time data capability where needed to augment actionable insights
- Delivered Convergence plan to consolidate DevOps/MLOps with goal of SRE

I fully recommend William Collins for a position within your company. I'm confident in his ability to successfully deliver for your team and make your organization a better place for your employees and customers. Should you wish to have a conversation about William's employment with PFL, or if I can help answer other questions for you, please feel free to call me at 406-595-6561.

Sincerely,

Nick Runyon  
CEO, PFL Tech Inc.