

# Memo

From: Michel Fougeres  
Webmaster, University of North Carolina Wilmington  
Information Technology Systems Division  
Department of Client Services

CC: E. Allred

Date: April 4, 2005

Re: Reference for Susan Elizabeth Allred

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To whom it may concern,

I hired Beth to work with me as a Senior Web Developer for the spring 2005 semester at UNCW. Over that period of time, she and I worked together as a miniature Web design consulting firm for on-campus “clients”—that is, for campus administrative departments.

Throughout the semester, Beth demonstrated an excellent level of customer service in working with these clients. She listened well to the clients’ needs and, most importantly, made clients feel comfortable with her relaxed, courteous and professional demeanor.

In this way, Beth is an excellent team player with outstanding interpersonal communication skills and a professional work ethic. These talents that she brings to the table made for more responsive and enthusiastic relationships with our clients.

From a technical perspective, Beth is an extremely fast learner. She mastered the concept of template-based Web page development quickly and managed her time well.

In addition, Beth coordinated efforts with the client to gather information from various areas of their departments, organize the content appropriately and keep projects on schedule. Beth quickly became a reliable, consistent and responsive point person for all Web matters with the client. She can be trusted to work independently on product development or as part of a team, such as with a large group of clients.