

Ottawa, October 10, 2001

To Whom It May Concern:

If you are reading this letter, you must be in the process of interviewing Kyle Smith for a full-time or contract position that requires the skills and experience of a Technical Writer.

Look no further. You have found the person you are looking for.

She is driven and self-motivated. She is obsessed with near-perfection. She can turn gibberish into poetry. She can draw figures and align columns. She'll come up with a completely new way of efficiently representing information. She hates Microsoft Word, but loves dogs. She can bend web sites to her will. She can turn data into information. She can row, row, row her boat quickly up the stream. She does not need supervision and will deliver as promised. You don't need to check her work once she's done. And she can shoe a horse.

She has left her high quality mark on all written materials in use or produced by Qualis Design. They include training books, presentation slides, conference articles, tutorial shows, quick reference cards, user's guide, class syllabi, web site, and signs on the refrigerator door.

When I foolishly decided to write a book, I immediately enlisted Kyle's services. Through her constant reminders, comments and admonitions, as well as through numerous corrections, annotations and strokes of her ruthless purple and teal pens, this thoroughly technical book came through with style! As one amazon.com reviewer put it: "*The words are efficient and almost leap off the page to convey the author's intent*". She made sure the book flowed in a logical fashion, that paragraphs contained a single topic, that sentences were short and did not end with a preposition, that no infinitives were split, and that "across" was spelled with a single "c". She is my pick for a future second edition.

Do not hesitate to contact me if you require any additional information, a character witness, or a verbal confirmation of the claims in this letter.

Yours truly,

Janick Bergeron
Chief Technical Officer
Qualis Design Corporation
(613) 270-8278 x25
janick@qualis.com
janick@bergeron.com