

Boulder, Colorado

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To Whom It May Concern:

I have had the privilege of working with Kyle Smith for several years now. We have worked on five technical conference papers, several in-company technical process captures, and ongoing course material correction. Previously, I had never worked with a technical writer, and was highly doubtful that it would work. Specifically, I was doubtful that a non-engineer could grasp enough of the content to make it worthwhile. I was nicely surprised and now I do not wish to do any papers without a technical writer. In fact, I am thinking of writing a book. When Kyle left our company, I was very disappointed.

Here is a list of what I think Kyle brings to the table with her technical writing skills:

- Kyle gets the technical content. I have written basic 101-type papers to advanced 501-type papers. Kyle amazed me with her coherent feedback that shows she is “getting” the technical content.
- Kyle can take my crude format (which is basically unformatted, stream of conscience, babbling text), and work magic into putting it into a very sound progression that is highly readable. She does this with virtually no input.
- Kyle adds great visuals. I can quickly napkin or describe what I want, and Kyle generates great charts and diagrams that convey exactly what I was thinking. On several occasions, the idea for the visual originated with Kyle. Once I write a paper, Kyle can extract out the PowerPoint presentation foils, and they are almost dead on.
- Grammar, flow, and spelling. I am the typical clueless engineer on these matters. Kyle has fixed my papers without the usual demeaning “bad student” connotations.
- Kyle's expertise makes the whole process of creating a document, whether for a conference or for in-company, very streamlined. I write the guts of a paper in a couple hours. Then, Kyle edits and formats the paper and PowerPoint docs in such a concrete manor that it only takes me about an hour to tweak the docs into their final state. This help frees me up tremendously to do the many other tasks in my job.

As you can gather, I wish our company could retain Kyle. As a final note, I would like to say that, with Kyle's help, two of my papers have won Best Paper awards at conferences. She is very worthy of your employment considerations.

Yours truly,

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