

12/12/2013

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To Whom it May Concern,

This letter is in regards to a referral for Rhonda Scheurer. Rhonda worked for me as a Senior Developer Analyst at NorQuest College from November 2009 until October 2012.

Working with Rhonda, I quickly learned that I could always depend on her to take on assigned tasks with commitment, enthusiasm, and dedication. I knew that once I assigned her a task or project, it would be successfully completed. She is a solution-oriented professional with a strong bias for action, excellent organization and time management skills, as well as strong communication skills.

One specific situation that demonstrates Rhonda's abilities is in her successful adoption of support for NorQuest's Educational Technology applications.

During Rhonda's time at NorQuest, the college underwent a significant reorganization. At that time, our team, which previously provided Tier 3 support for the business applications only, took on support of the education technology applications as well. For a brief time, we acquired the staff members who supported those applications, but in a subsequent round of layoffs, those resources departed and left behind very little information or documentation regarding support of the applications.

At first, the remaining team was overwhelmed with the responsibility of supporting aged and complicated applications which required a tremendous amount of Tier 2 support. Without hesitation, Rhonda took on the challenge, using what little information was available, plus performing additional research and hands-on functional discovery, to define and describe all required support functions, including Tier 0, Tier 1, Tier 2 and Tier 3 policies and procedures:

- Term transition:
 - Correct set-up of Blackboard courses for internal server as well as E-Campus delivered courses.
 - Cross-listing of Blackboard courses for instructor convenience in delivering multiple sections of the same course.
 - Correct set-up of associated Elluminate Live sessions for courses.
- Disaster recovery: Defined and documented disaster recovery policies and procedures.

If you have any questions about Rhonda's skills or abilities as you consider her for your project, please don't hesitate to contact me at the e-mail address listed above.

Thank you for your time and attention,



Ken Kaldenhoven, C.E.T

