

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 delivery of NorQuest's "Position Recruitment and Approval System (PRAS)". Development of this system was well underway, but was foundering and unlikely to be delivered on time when I asked Rhonda to step in and help with the project.

At the time Rhonda was brought in, the software was scheduled for release within 2-3 months but was far behind schedule. The assigned project manager was unable to give the project the attention it needed due to other, higher priorities. There were several issues with the project, including:

- Requirements had been under-scoped with regards to re-engineering the existing system.
- The key user frequently changed her mind about requirements for certain core features.
- Web services, used to deliver key data to the user interface, had been drastically under-scoped and would not meet business requirements.
- SharePoint workflows developed were not to specification and the associated user messaging was invalid and confusing due to a lack of interaction between the interface developer and the rest of the project team.
- The proxy database feeds from Oracle (PeopleSoft) were complex and buggy, consequently the system was not receiving complete and accurate HR data.
- None of the system components - user interface, web services, proxy database, and data feeds - were functioning together successfully.

There was no question the project was in trouble, but thanks to Rhonda's involvement, the project was ultimately delivered on schedule, on budget, and met the business requirements. Specific actions taken by Rhonda to make this happen included:

- Implemented and followed appropriate change management processes.
- Liaised with the key user to finalize core feature requirements and discover missing requirements.
- Worked closely with the technical resources, including the user interface developer, web service developer, PeopleSoft integration developer and DBA to ensure requirements were understood and development work would be completed to meet the requirements.
- Liaised with the consulting firm responsible for user interface development to ensure their agreed deliverables were complete and accurate.
- Managed the development, QA and deployment schedule.
- Created suite of specialized test scripts, and executed those tests, to confirm workflow paths and user messaging to ensure all workflow paths were correct and clear.
- Ensured that technical documentation required from the user interface developer and the web service developer was delivered, complete and accurate.
- Oversaw the implementation of a work-around for proxy database feeds.
- Provided support materials and training to Service Desk.
- Oversaw system deployment and early-day technical and user support.

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

