



June 30, 2014

Dear Sir/Madam,

I am pleased to write this letter of recommendation for Mr. James Shewey who worked on my technical support team as a Network Support Engineer at F5 Networks. From the outset, James established himself as one of the most capable engineers on the team due to a combination of technical expertise leadership and professionalism.

Often, we would rely on James to handle issues that were technically complex and/or politically charged. Despite the difficulty, James would always step up without a complaint to work with the customer and resolve the issue. This ability was invaluable to our team.

Regarding leadership, James was invited to, and participated in management operation meetings to improve our internal processes. James was never fearful of expressing his opinion, even if it was contrary to "conventional wisdom" which would often foster healthy debate that would often lead to positive change. Also, James was promoted to a lead position where he was in charge of working with our global operation team to ensure daily workflow was being appropriately load balanced across all support centers. One of the responsibilities was negotiating work flow with other support center leads on a daily basis – not an easy task, but James handled it very well.

Finally, James was a great team member who always got along well with others, and added greatly to making the work environment a positive experience. If you have questions, feel free to reach out to me.

Regards,

A handwritten signature in blue ink, appearing to be 'C Deehan', with a long horizontal flourish extending to the right.

Chris Deehan / Manager, Global Support / 978-551-5791