

To Whom It May Concern:

Bill Whiteside worked directly for me for approximately 2 years, first as a contractor and then as a full time employee. His position was Technical Writer/Researcher. Bill's major strengths are too numerous to list here, but a few of them are as follows.

- ◆ Tremendous talent for boiling down complex processes into their individual steps and the ability to express these steps in documentation in an extremely clear and easy-to-understand manner.**
- ◆ Possesses a great talent for working well with a wide variety of technical staff and translating their "tech speak" and "brain dumps" into clear and concise documentation.**
- ◆ Excellent sense of "readability" and style in creating procedural documentation.**
- ◆ High level of maturity, great sense of humor, and the ability to get along well with anyone.**
- ◆ Excellent work ethic.**

I honestly can not think of any areas that I could recommend that Bill could improve upon. He was an extremely valuable employee and just a great pleasure to work with. He was able to team well with team members of extremely diverse skill areas and still find a common ground with them. He could perform equally well as a team leader and as a team member. He had no ego issues whatsoever with either role. He just genuinely enjoyed his work.

Bill was, in his short time at Spherion, able to bring our Technology Operations Documentation "into the 21st century". This documentation was extremely complex and in many disparate forms of paper documents collected more or less in one volume that required continuous painful updating and cross checking. In his first few months of working on our documentation he was able to organize it into an extremely readable and useable document and began the process of taking it into an online electronic format.

Very shortly after that we had all electronic online Operations documentation for the first time ever at Spherion. This documentation is extremely useful because (much more so than its progenitor) we can search it for keywords and link procedures together. This documentation is now a model for all technical operations documentation at Spherion.

My entire team was grateful to have him at Spherion.

**Paul Edlund
Director, Operations Services
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