



KONGSBERG

Dear Sir or Madam,

I, Kyle Baker, am currently the Global QA Department Manager for Kongsberg Oil & Gas Technologies. I have been Susan Flander's employer and direct supervisor for the last year. During this time, Susan held the position of Senior Technical Writer through contract. She worked in our global organization on a number of large software development projects as the sole documentation writer/editor.

Susan has excelled during her time with Kongsberg, working on tasks including authoring and editing online web help, print documentation, and marketing/sales materials. Susan's contributions have been of high quality and of a very technical nature. She has collaborated well with various parts of the team including subject matter experts, developers, testers and project managers. Susan consistently completes her tasks sooner than expected and proactively seeks out ways to further improve the technical writing materials.

Susan "hit the ground running" immediately upon joining our team and displayed her capacity to learn technical things quickly. Susan was immediately a valuable contributor to our software release cycle as she joined during the hectic final months of a large software release due to the unexpected exit of the previous documentation writer. She was integral to the success of that software release, and future deliveries she contributed to.

If not for the industry downturn and subsequent deficiency of tasks, I would have liked to have Susan join us as a full time employee. I highly recommend Susan to you for similar work as the above noted. I am available for contact via email at kyle.baker@kongsberg.com.

Warmly,

Kyle Baker
Global Software QA Manager
Kongsberg Oil & Gas Technologies, Inc.