



Office of Instructional Resources

To whom it may concern,

Bryan Morales has worked under my supervision for many years. As part of his responsibilities he has help to support our customers (university faculty) as technology required to perform their duties has dramatically changed. He has always done this calmly, politely, and with integrity, making him a valuable asset to our group.

In our environment our customers come to us with widely varying technical skills, from the very adept and comfortable with new tools to those who only want to be told "which buttons to push." Bryan's role has required the monitoring, maintenance, and support of H.323 and SIP-based videoconferencing systems. He has also supported integrated multimedia control systems in our classrooms and conference rooms; worked with clients and staff to plan and organize multi-site networked events; and he has worked directly with our clients to better understand the technology at their disposal and the best way to implement it to meet their needs.

As the Director of an enterprise-level technology support group for the University of Central Florida I am aware of the hard and soft skills necessary for effective support personnel. I have no doubt that Bryan would be a good candidate for a role requiring significant technical skills and a finesse for dealing with clients. He is focused and inquisitive and works towards finishing tasks. It is obvious that Bryan takes pride in being able to solve technical challenges, a characteristic I believe is well suited to such tasks. I have seen him demonstrate skill with both hardware and software. He is good natured, friendly, and a good networker.

I am happy to recommend Bryan for consideration for the position you are looking to fill.

A handwritten signature in black ink, appearing to read 'Don Merritt'.

Don Merritt
Director, Office of Instructional Resources