

21 July 2010

To whom it may concern,

Chris worked for me on various projects at ASB Bank for over 5 years. These included documenting user guides, online help and assisting with onscreen user interfaces for ASB's business Internet suite of products. Chris was also invaluable in documenting user friendly error and information messages. His desire to give the end user the best possible experience is unsurpassed.

Quite often with software applications the user is left confused as to what to enter in a particular field or what an error message means and has to use the online help. In Chris' case, the old axiom prevention is the cure could certainly be applied, as users were able to understand what the correct action should be (rather than having to use the help). However if the online help was needed, people always found it easy to navigate.

Chris' online help, user guides and documentation always received positive feedback from both customers and staff alike. He has an exceptional eye for detail and is able to quickly grasp what is required in any documentation. The quality of his work is outstanding and he always strives to keep the end user in mind with anything he documents. As a result if you need anything written and explained in layman's terms Chris should be the one you employ.

At all times Chris has been a pleasure to work with. I would not hesitate to use Chris again for any process, manual, or help documentation that needs to be written.

Yours sincerely,

Brenna Vivian

BUSINESS MANAGER