

April 19, 2010

To Whom It May Concern:

I worked with John Bean at Lucent Technologies and Excel Switching for most of the last decade – first as colleagues and then as his supervisor. As colleagues, we were both working managers of a Technical Publications teams. John had the most thorough knowledge of the product line and gave himself the most technically challenging assignments and always met his deadlines.

When Excel Switching entered the integrated gateway business, John seized the opportunity to develop the technical documentation in an online format using Adobe RoboHelp. John quickly became very proficient with the tool and was able produce online and printable versions of the documentation from a single source.

This process also allowed John to update the online output as needed which allowed our customers to have the latest documentation without having to wait for subsequent releases months later.

Just recently I received feedback from a customer praising us on our up-to-date documentation for the gateway products. John was responsible this improvement.

John's skills and can-do attitude would make him an asset for any employer.

Sincerely,



William Fulginiti