

January 13, 2010

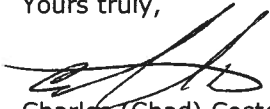
To whom it may concern:

I would like to recommend Jack Crowley as a candidate for a position with your organization. In his position as a Program Management Consultant, Jack was employed with the City of Richmond from March-December 2007 and April 2008 – January 2010. Jack did an excellent job in this role and was an asset to our organization during his tenure with the office. He has excellent skills in program and project management, customer and vendor relationship management, written and verbal communications and is extremely organized. As you would expect from any good program manager, Jack can work independently and is able to follow through to ensure that the programs and projects he leads reach a successful completion. If the City of Richmond had not fallen upon a budget shortage we would certainly have sought to continue his engagement with the City.

During his tenure with the City of Richmond, Jack has led two projects and two programs. The first project for which the City hired Jack was the "311" project. This project consolidated several of our call centers into one call center, to include the physical build out of the call center and the implementation of hardware and software. The project was active from March to December 2007. Jack's first program was to lead was the Munis Revenue Application (Munis) implementation. Jack took over this program from a previous Project Manager and brought us back on track for a successful implementation. Jack's involvement with the Munis program started in April 2008 and continues on as an active project. Unfortunately due to budget shortfalls, the City has lost funding for contractors and had to reluctantly end his engagement. The second program Jack led was active from February 2009 to January 2010 and was the City's ERP Program, Initiation Phase. This purpose of this phase was to gather requirements, develop a business case and Request for Proposal (RFP) for an Enterprise Resource Planning (ERP) solution to replace aging City applications. This phase was completed and is currently awaiting funding before issuance of the RFP. The second project utilizing Jack's talents was the American Recovery and Reinvestment Act (ARRA) project which was active from July 2009 to January 2010. This project entailed the building of a custom application to handle the City's submittals and subsequent tracking of approved projects through the Federal Government's ARRA program.

Jack has always been professional and has rightly earned the respect of the city employees and vendors associated with his projects. After being notified that his engagement with the City was ending, Jack worked tirelessly with city employees to make sure the still active Munis project was adequately transferred to the new project members. Jack would be an asset to any employer and I recommend him for any endeavor he chooses to pursue.

Yours truly,



Charles (Chad) Costello  
Department of Information Technology, City of Richmond, VA  
Technology Leader  
Charles.costello@richmondgov.com  
(804) 646-6657 (w)  
(804) 317-4281 (c)