

November 5, 2007

Mr. Garrett  
Account Manager  
COMSYS  
4801 Cox Road  
Suite #202  
Glen Allen, VA 23060

Mr. Garrett:

It is with great pleasure that I write this feedback letter on Jack Crowley's performance. Jack was hired by our Department of Information Technology and assigned to the 311 Call Center project under me. This project had the highest level of exposure and spotlight, as it was a Mayoral initiative. Right from the beginning, Jack was able to hit the ground running and never stopped. He quickly identified the executive and business sponsors, assessed the business needs and set down to develop the project plan and schedule. He also quickly developed a strong rapport with the Mayor's right ear, Isaac Graves, to help avoid any public miscommunications that could have been embarrassing for the Mayor.

Jack worked quickly with all the project participants to develop a comprehensive project plan and schedule that all could agree to and then held them to it! Through his interactions and honesty, he was able to quickly resolve conflicts between project members, reduce the need for formal escalations while driving this project forward in a highly political environment. Many "wrenches" were thrown at the project, but Jack was able to work through and around them. In many situations he had mitigation plans in place before the events occurred!

Additionally, I have relied on Jack to assist me and my team in several areas of operations and executive reporting. His input has resulted in a RichmondWorks product that is being held up as the beacon for other departments to meet.

Bottom line, Jack brings a senior level of consulting professionalism with outstanding leadership, communication and presentation skills, project management skills and is a solid team player and role model. I would strongly recommend Jack to lead any complex or executive level initiative that crosses departments. Feel free to contact me if you would like any additional information.

Regards,

Cheryl Davis  
Operations Manager, General Services  
City of Richmond  
[Cheryl.davis@richmondgov.com](mailto:Cheryl.davis@richmondgov.com)  
804-646 5221





*City Auditor's Office*

November 5, 2007

Mr. David Warner  
Comsys  
4801 Cox Road, Suite 202  
Glen Allen, VA 23060

It is with great pleasure that I write this letter of recommendation on behalf of Jack Crowley. I have had the privilege of working with Jack in the Project Management Office (PMO) of the Department of Information Technology for the City of Richmond on a few assignments. Jack worked as Sr. Project Manager for a very high profile 311 Call Center project. Under Jack's direction, the project exceeded overall objectives and I can truly say that I was highly impressed and learned a tremendous amount from working with him in this capacity.

Jack displays the highest level of professionalism with outstanding project management skills, strong leadership, great communication and presentation skills, team player and role model. In closing, Jack would be an excellent choice for any project assigned. If any way I may provide any further comments on Jack's credentials, feel free to call me at 804-646-5637 or email me at [stephen.smith@richmondgov.com](mailto:stephen.smith@richmondgov.com).

Sincerely,

**Stephen F. Smith**

Stephen F. Smith  
IT Audit Manager  
City of Richmond Auditor's Office

Cc: David M. Garrett  
Senior Account Manager  
Comsys