

DIVISION OF FLORIDA HIGHWAY PATROL
LAW ENFORCEMENT SUPPORT SERVICES
TECHNOLOGY / COMMUNICATIONS SECTION

September 22, 2003

TO: Whom it May Concern

FROM: Captain Steven A. Williams, Sr.

SUBJECT: Randall Potter

This memo is in regard to my day-to-day interaction with Randall Potter in my role as the Commander of the Technology / Communications Section of the Florida Highway Patrol.

Randall Potter was originally interviewing for a position as a call taker at our communications facility in Tallahassee. His well-prepared resume made reference to skills in the Information Technology arena, which brought him to my attention on a reference from Captain David Tripp, Commander of the Tallahassee Regional Communications Center.

During my interview with Randall Potter for a position within my shop, I was impressed with his demeanor and attitude. He was not only able to answer my in-depth questions as it related to the IT world, but he was more than willing to display his skills and talents while I watched and asked him questions. I could tell this made him nervous, but he prevailed and maintained his composure throughout the interview and hands-on exercise.

After observing his skills, his resume, and his demeanor, I offered him a position within our section, which involves not only day-to-day interaction with end users for support, but also interaction with critical infrastructure, in a secure, trusted environment. Within a week, I was receiving compliments regarding Randall's work ethic and his level of knowledge. Personnel he came in contact with have written me letters to voice their pleasure with his work product and the level of enthusiasm he displayed while resolving their issues.

Randall has been actively involved with the setup and deployment of over 500 computers recently purchased as part of a migration to a newer OS platform. During this time, he has spent countless hours resolving the many issues faced in all IT sections when major changes are instilled upon end users. He has been very successful in