



Missouri State[™]

U N I V E R S I T Y

May 21, 2013

To Whom It May Concern:

If you are reading this reference, it means that you are fortunate enough to have Clyde Miller interested in joining your organization. Hire him. Save yourself some time, effort and energy, because no other candidate will come close to what Clyde has to offer you and your organization. In January 2009, I hired Clyde as the ResNet Administrator for Residence Life, Housing and Dining Services at Missouri State University. This was a promotion to the top full-time position at ResNet from the part-time technician he was when he began working for our department in August 2007. During this time, Clyde became a vital asset to our organization. His work ethic is remarkable: he strives to maintain a high level of personal and professional standards and expectations. Clyde never says no and never backs down from a challenge. He will investigate any situation from a variety of approaches and will choose the best and most economical option. He is always upbeat and positive, and his job performance is exceptional.

Clyde is an excellent supervisor, easily gaining the respect and admiration of his employees. His employees bounce their ideas off him, and he turns around and helps them find their own answers to their questions on how they should proceed. No one enjoys disciplining employees, but Clyde can confront and address issues as they are developing to diffuse the situation, or he can sweep in after a situation and get everything back on track. Clyde encourages his staff to work together as a team and to assist in the development of other staff members. With his undergraduate and Master's work in English, he is a strong believer in having training manuals, wikis, documentation and tutorials for people to use. Clyde is able to convey the most technical issue to anyone in manner they will understand. He can convey his message and teaching in a manner that does not make the end user feel bad about not being a techy! He is able to assist a wide variety of end-users, from the most common to the highly trained user. His approach to educating users is admirable and will be of great benefit to any organization.

He is rarely late and rarely absent. He always keeps his employees and me well informed of developing situations or problems that could be forming on the horizon. Clyde always looks at how he can improve customer service and satisfaction. He always strives to improve his staff's working conditions and to provide the equipment and material they need in order to enhance our residents' experience in the residence halls.

Clyde's attention to detail, initiative, and ability to work with a wide range of individuals will make him a clear asset to any organization. We are sad that Clyde will be leaving our department, but we are certain that he will make any organization he selects to join stronger and better.

DEPARTMENT OF RESIDENCE LIFE AND SERVICES

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An Equal Opportunity/Affirmative Action Institution

I have no difficulty at all in recommending Clyde Miller for any position he applies for. He has the drive, the knowledge and the personality to succeed in any endeavor he attempts. If I may be of further assistance in recommending him for your specific organization, please feel free to contact my office at 800-284-7535.

Sincerely,

A handwritten signature in black ink, appearing to read "Lenord D. McGownd, Jr.", written in a cursive style. The signature is positioned above a horizontal line that spans the width of the page.

Lenord D. McGownd, Jr.

Assistant Director of Residence Life, Housing and Dining Services