



June 27th, 2013

To Whom It May Concern,

I am writing this letter as a reference for Clyde Miller. I have known Clyde for over five years in his capacity as the person in charge of ResNet.

Clyde has a very rare trait in that he is completely proficient in computer hardware and software repair but also really understands the customer service aspect as well. He has the ability to speak technology at a level that is appropriate to the person he is speaking with at the time. For those of us that are less technologically savvy that is a wonderful trait. Clyde has been my "go-to" person whenever I have any questions regarding technology. Over the years he has helped me with a myriad of issues from computer hardware, smart phones, and even setting up a system to run a bank of remote monitors across firewalls and data loops. This was a project that Clyde was unknowingly volunteered for and it took up several days of his time and yet through it all, he had a great attitude and a willingness to work on the project until all the issues were resolved.

Clyde's typically response over the years when I have contacted him for assistance has been, "Where are you, I will be right there to help you". I have appreciated the fact that he has always been willing to drop whatever he was working on and come over to assist me. It is a sad day for Missouri State that Clyde will no longer be here but certainly a lucky day for his next employer. I would strongly recommend Clyde for any position. I have complete confidence that he will be very successful in whatever he chooses to do.

Please don't hesitate to contact me if there are any questions I can answer.

Thank you,

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