

WR Lau & Associates, Inc.

Database Applications:

Call Centers
Consumer Affairs
e-Commerce

Custom applications:

IBM AS/400
Microsoft NT

Languages:

RPG, Cobol, CL
MS-SQL, VB,
Oracle

It is my pleasure to provide the following letter of recommendation for Don Milnor. Don has been an employee since March 1999.

William R. Lau & Associates, Inc. is a small software development firm, dedicated to providing Consumer Affairs software to medium and large organizations. Don was hired as a programmer to assist in developing applications for one of our clients, utilizing Visual RPG. As you can imagine, there are few Visual RPG Programmers available, and while Don, had no prior knowledge of the language, he is very proficient and versatile in programming techniques and knowledge. He was able with little supervision to learn the new language and develop the requested programs in a short amount of time.

Don has had many assignments in addition to Visual RPG. I did not hire Don for any specific programming knowledge, as there are many people who have "programming" capabilities. However, to find a person who enjoys tackling new challenges, and is able to work with little supervision under less than optimal working conditions, is more difficult. Don has always performed well, regardless of the task assigned. Some of those assignments are listed below:

- ROBOHelp – Set up Help files using ROBOHelp for one of our clients in insurance
- Web Phone message system for in-house use (Demonstration of Product is Available)
- Web Encyclopedia for Kraft Foods in Canada (Demonstration of Product is Available)
- Web based email broadcast system to send specific personalized emails to a client list, using the client's return email address

In-house utilities:

- Add error code handling to all functions and subroutines in a VB Project
- Add line numbers to a VB project
- Apply Standard indentation to code in a VB Project

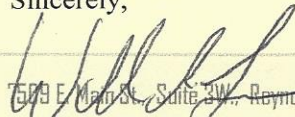
Performed maintenance tasks on the OPUS/Consumer Affairs Application for KRAFT-Canada, Christie-Brown and Nabisco. Don is currently learning Dreamweaver, and converting our Client/Server application into the Web Environment, using Dreamweaver.

Don is trustworthy and performs all tasks without complaining. I am willing to demonstrate some of the applications he has developed for us.

Due to the current business environment since September 11, 2001, our business, as many others both large and small have experienced a drop in work orders. Due to the insecurity in the marketplace I have encouraged him to seek other employment, as I am unable to guarantee employment in the near future. One of Don's many qualities is his loyalty. We have weathered storms in the past; however, this time things are different.

Don will be an asset to any organization. In addition to the qualities and tasks outlined above, he has a positive demeanor and attitude. If you have additional questions concerning Don, I will be glad to set up a phone call with you at your convenience.

Sincerely,



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William R. Lau, President