

July 24, 2007

To Whom It May Concern:

I am the Documentation Manager here at Global Care Solutions (GCS) and I am writing on behalf of Mr. Craig Henry. I interviewed Craig in February of 2006 and immediately recognized that his potential and qualifications were well suited for advancing our documentation and training initiatives.

Craig was hired as a Technical Author and has since become a valuable resource for the entire team. Initially, Craig assisted in editing and formatting the suite of Technical Guides and Training Materials. This required a high proficiency in Microsoft Word, PowerPoint, and Excel.

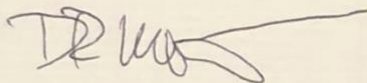
Beyond the traditional role, Craig has been instrumental in developing and planning our current multi-media training materials. He researched and introduced visually based technologies such as Macromedia/Adobe Dreamweaver, Director, and Captivate.

Craig has organized and created training materials for our entire suite of modules and produced interactive DVDs and Intranet based websites for efficient distribution of these materials to our clients.

These tasks all required constant interaction with the Business Engineer team and a planned co-ordination of available technologies and human resources. Craig has excelled in all of these roles with a committed focus on new technologies and the highest level of excellence.

I have every confidence that Craig would meet your highest standards in any role assigned.

Yours truly,



Douglas R. Martin
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