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To Whom It May Concern:

I have personally known Mr. William S. Whiteside since September, 1996 and have maintained frequent contact with him. He functioned in the role of business analyst and technical writer for a team of nearly 25 information technology professionals at Blockbuster Entertainment Group.

William (Bill) is very reliable and delivers high-quality and timely results. He has keen business awareness and a detailed knowledge of Microsoft Office™ and other desktop publishing tools. He completes tasks and is creative to deliver beyond what is routinely expected.

Bill is a valued addition to a team that requires technical or other types of electronic documentation and/or web content.

Paul A. Passman