



CABLE & WIRELESS

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To Whom It May Concern:

Three years ago, my team was given the job of transitioning one of the largest Internet backbones in the industry from MCI to Cable & Wireless. We knew that this was going to require a dedicated team of hard working, goal-oriented engineers, project managers and support staff.

One of the most important aspects of this transition would be the documentation of the technical facilities and new network applications that we were to put in place. It was important that we delivered clear and concise information from our engineering teams to the build teams in the field, document the field work and pass this information on to our operations staff. A critical role would be to interface between the engineering group, who were transferring with the network from MCI, and the facilities construction group who were a part of the existing C&W organization.

We hired Tom Houck to fill this role as a senior manager of the documentation team working under Julie Starr in the Project Management organization. Tom was able to quickly evaluate and gather a complex set of technical designs from the engineering group, and was a great asset in the planning and design of these technical applications and facilities. Under Tom, this team delivered essential information to the build teams on a number of very technical network applications and facilities.

In addition to this project, Tom has created a graphic arts department that many of us have used to help spread the Cable and Wireless message. In this role, he has helped to create many of the public relations messages and presentations given by senior executives in the USA and abroad. I have personally benefitted from Tom's skill and unselfish devotion to his work.

In short, I would unconditionally recommend Tom to any employer looking to fill a position in technical documentation, graphic arts or any related field.

Sincerely,

Jeffrey S. Young