



To Whom It May Concern,

It is with great pleasure that I write this letter of recommendation for Josiah Kerrick. I work in the IT department at CalPoly and supervised Josiah in his growing role as an ITS student assistant. I originally hired Josiah into the position to do mainly maintenance work such as cleaning filters, replacing bulbs, swapping out cables, etc. After a very short time I realized that Josiah was a dedicated worker and could handle many more responsibilities and duties, and his role shifted and grew over time.

The more time I spent with Josiah, the more tasks I asked him to carry out. He has good problem-solving skills and quickly became talented at identifying and fixing problems in the various classrooms at CalPoly. He is calm under pressure, as often times he would be required to fix the problem or carry out the repairs after a frustrated professor had called in looking for help. As you might imagine, trying to fix a problem in a room that you may have never been in before, all while in front of a class of students and a professor watching over your shoulder can be quite the nerve-racking situation. Josiah later asked for greater job responsibilities and started working more directly with users on their computers and whatever issues they were encountering.

Josiah shines in his work ethic, commitment to the job, and readiness to help. Whenever tricky problems arose, or sensitive problems needed to be tended to, I always knew Josiah was the guy to turn to. I trusted Josiah to work on special projects and had him single handedly set up and prepare hundreds of computers in our library under a tight deadline to get ready for the start of school.

Josiah demonstrates great patience and a natural talent to teach and mentor others. He would often have to work with users who were unfamiliar with technology, and he would walk them through their issues with style and grace. His demeanor and attitude helped to diffuse tense situations and help clients feel at ease and comfortable with his presence. This innate ability led to great feedback from users that he helped, and from his peers within the department as well.

I am confident that the abilities Josiah brought to ITS at CalPoly and the skills that he left with will make him an asset in whatever field he chooses. I highly recommend Josiah and if you are in need of any further information, please feel free to contact me at 805-602-6923 or by email at [vihunter@calpoly.edu](mailto:vihunter@calpoly.edu).

Sincerely,

*Vince Hunter*

Vince Hunter

Information Technology Consultant Lead - California Polytechnic State University