



VERSITI™

638 North 18th Street, PO Box 2178, Milwaukee, WI 53201-2178  
versiti.org

June 1, 2018

To Whom It May Concern:

Re: Shauna Singh Baldwin

I am pleased to provide this letter of recommendation for Shauna Singh Baldwin. I had the opportunity to work with Shauna in 2018 when she served as technical writer for our ERP implementation.

She consistently performed in an exceptional manner, completing assignments on time and with high quality. Her writing skills are exemplary. Most notable was her unwavering commitment to performing activities in a stellar manner. Not only did she identify gaps or potential problems, she also resolved them, e.g., developed a style guide, ensured all technical writers' styles were consistent, developed a training template, etc. This is indicative of Shauna's willingness to consistently go above and beyond that which was required.

Since we were in the development phase of the implementation, Shauna dealt with ambiguity in an effective manner. She also took comprehensive and thorough notes, and she documented issues and identified decision points that were outstanding.

Equally important was Shauna's ability to interact with others at all levels. She was polite and her demeanor was professional. I was impressed with her diligence and dedication to this work engagement. She managed her time well, and consistently did her best, week after week.

If future work opportunities arise at Versiti, I would request Shauna, without reservation. If you have questions or require additional information, please do not hesitate to contact me (414-881-2416).

Sincerely,

Petra Yurchich, MBA, MQ/OE(ASQ)  
Director, IS Quality/Corporate Support  
Program Director, ERP Implementation