Hewlett-Packard Comp
3404 East Harmony Road
Fort Collins, CO 80525-9599

970/898-3800

John Abegg
Hewlett-Packard Co.
Mailstop 99
3404 East Harmony Rd.
Fort Collins, CO 80525-9599

April 18, 2000

SUBJECT: Letter of Recommendation for David Mullaney, Software Development Engineer

David Mullaney worked for me on the HP-UX Software Distributor Project. He provided partner support by answering difficult questions and providing technical support for complex issues. He began working on the SD project beginning in February 1997 and is currently a member of this team. In the time that he has worked for me, he changed the perception of this project from "slow to respond" to problems and issues to "quick response and pro-active" in solving problems and anticipating issues.

He created a website that provided solutions to common questions and problems that users had. He provided information for three classes of users: developers, internal HP partners, and external customers. For developers and internal HP partners, he managed the conversion and posting of nearly all of the known Software Distributor information that existed in our archives. For external customers, he created an easily accessible web location that provided users with fast access to information about the product as well as answers to common questions.

To address the need for internal partner training, he created training courses that helped users come up to speed quickly using the Software Distributor tools to wrap and package their application software. These training courses were delivered in person as well as on video. Due to funding constraints, he did the planning, design and storyboard himself.

David Mullaney is a highly competent engineer. He is energetic and motivated to get the job done. Once he identifies the need, I have found that he is able to proceed independently and delivers on his commitments in a timely manner. I personally have received feedback from those he has worked with and helped recognizing his responsiveness and the quality of his help. David works within a team of other developers and has shown that he is an excellent team member. He has acted as a mentor to new members on the team. He provided significant direction in the early months for these new developers. David has worked with teams in other parts of HP and those relationships have been equally positive.

My experience working with David Mullaney has been very positive. He would be an asset and key contributor on any team involved in software development, technical support, customer support, technical training, web site planning and management, as well as related fields.

Sincerely,

John Abegg
Project Manager
Hewlett-Packard Company