

February 6, 2001

To Whom It May Concern:

In his four and a half years working for Multiactive Software, Derek Miller demonstrated both remarkable flexibility and a real skill with words. He was an excellent employee, doing fine work in our Research & Development, Marketing, Web Team, and Small & Medium Business departments—as well as assisting with a number of other projects that were never in his job description.

Derek began in late 1996 as our first Development Assistant, but swiftly showed his talent as a writer and editor. A few months later, he wrote the new-user tutorial section of the manual for Maximizer 97 (our flagship contact management application), and created the demonstration contact databases to go with it. He was also the primary liaison between our software developers and the technical writers contracted to create the rest of our documentation, and worked with our lead developer to draft our first programmers' code-writing guidelines.

Later in 1997, he moved into our Marketing department and began writing and editing our monthly e-mail newsletter. He also learned HTML to help create pages for the corporate website. Within a year, he was the website manager, taking charge of the redesign of our site, and of the integration of new sites after Multiactive acquired several other companies. He wrote and designed a comprehensive booklet on small business ecommerce for our Maximizer 5.0 release in 1998, and the entire HTML-based eBusiness Advisor module of our new Multiactive Entice! corporate eBusiness solution in 1999.

For more than two years, Derek has chosen to work part-time, both in the office and telecommuting, while he takes care of his two daughters. Despite a reduced schedule, he answered e-mail inquiries to our website, edited our newsletter again, ran several "improve your writing" seminars for the company, became the semi-official corporate photographer and videographer, and acted as senior member of and consultant to the growing Web Team.

Perhaps most importantly, he was the person many of us turned to for writing and spelling advice, and as a keen last pair of eyes to proofread important web pages, advertisements, brochures, or package designs.

Derek assisted people throughout the company, helping with recruiting and interviewing job candidates, orienting new employees, researching industry and technical issues, converting apparently unreadable computer files, and drafting internal corporate communications for our chief executive. His latest initiative, completed in December 2000, was to create a company style guide to help our employees, resellers, and business partners use terminology, graphics, corporate colours, and product names consistently.

I saw Derek's work both from the perspective of someone in another department and, most recently, as his supervisor. He is self-motivated, intelligent, quick to learn—and willing to be a critic when necessary. Anyone seeking such a combination of talents would do well to hire him.

Sincerely,



Stephen Brooks
Vice President, Marketing
Multiactive Software Inc.