



The USAA Educational Foundation, a nonprofit organization

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September 2, 2000

To whom it may concern,

I am writing in regard for Mr. Trieu Kim Nguyen, whom I have the pleasure of working with at Micrographic Technology Corporation during the years of 1991 through 1993. I was the software manager and Trieu was a software engineer under my group. As an engineer I found him to have the following qualities:

For the quality of work:

He was very conscious of quality issues and their impacts on customers.

For the quantity of work:

He can be depended upon to accomplish difficult assignments in minimum time frames.

For team participation:

He actively volunteered to develop and present education seminar for software developers and support personnel.

For critical thinking:

He was very good at logical problems solving.

For his professional development:

He was very interested in his profession and pursued new knowledge on his own outside of normal work hours.

For his leadership skills:

He was good at asserting himself more and to provide guidance for the group.

In a summary comment dated 1992, I stated that he has made major contributions in solving various problems in supporting our Information Systems and that he was the strongest technical person with regards to Windows software development technology. However, I found that he was more of a generalist, better adapted for more people oriented technical positions. He was an excellent team player, a very intelligent person, always willing to put on demonstrations and education sessions to help other engineers and staff members to understand complicated issues.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dan Ratcliff'.

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