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To whom it may concern:

It is with great pleasure that I write this letter of recommendation for Rachel Daniels. Rachel completed an internship with PRDS as part of the Instructional Technology Master's Degree program at San Jose State. Her primary task was to design web-based learning modules for use by members of our association.

While working for us, Rachel learned to use Captivate 3 and developed a sound understanding of the PRDS Forms Online software, thus demonstrating her flexibility and eagerness to learn. After conducting a needs assessment, (including interviews with subject matter experts and product users), Rachel designed and developed two paper-based tutorials and two interactive web-based learning modules utilizing Captivate 3. The products that Rachel developed provide a rich solution to our instructional needs and PRDS is eager to offer these new training modules to our members.

Rachel's knowledge of instructional design and her application of project management skills were key to her success in designing and developing high-quality training modules for our members. Rachel is professional, self-directed and detail-oriented and is willing to take initiative to accomplish a task. I highly recommend Rachel as she has shown that she would be an asset to any organization.

Please feel free to contact me if you have any questions.

Thank you,

A handwritten signature in black ink, appearing to read 'Mark Burns'.

Mark Burns, Realtor®  
Coldwell Banker – Cupertino  
President – PRDS 2008  
President – Silicon Valley Association of Realtors® 2007  
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