

Chris M. Laney  
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Senior Vice President of Service Operations  
Mediserve

To whom it may concern:

For the past year and a half, I have had the pleasure of employing Matt Cavallo as a Trainer for Mediserve. Matt is responsible for delivering training both standing up in front of clients and over the phone via webinars. In addition to delivering training, Matt also is responsible for the creation of training materials. Matt is often the first team member that the client interfaces with and takes great pride on exceeding client expectations, setting the tone for the rest of the team.

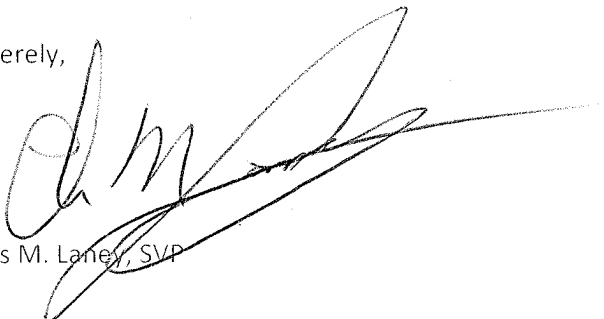
Matt is eager, on-time and enthusiastic about training. He has an impeccable attendance record and approaches training with the utmost professionalism. We measure client satisfaction for training with client survey and Matt always exceeds expectations. He has a focus on client satisfaction and customer service. He is always prepared and ensures that every last detail from the database environment to the cleanliness of the training room is accounted for.

Matt also assists in social capital efforts and the entertaining of clients. He is very outgoing with an engaging style that makes the clients feel comfortable. He has the ability to strike up a conversation and engage everyone at the table. He also was the MC for a breakout session of our annual conference and addressed a room of fifty people.

Matt is also an excellent facilitator and makes poignant observations about the attendees in his class. He keeps copious notes and writes detailed debriefs about the class, which have identified both sales opportunities and client needs.

I would highly recommend Matt Cavallo for any client facing training or speaking opportunity. You can count on him to be a fast learner, team player and confident trainer. If we had not sold the business, I would have made every effort to retain Matt's services. The sale of the business is allowing him to explore options outside the organization and I support and encourage him with that effort.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chris M. Laney', with a long horizontal flourish extending to the right.

Chris M. Laney, SVP