

December 12, 2006


To Whom It May Concern:

Steven Heitman did a technical writing internship at ParkScan in Spring 2005. Steven was one of three interns from the Technical Professional Writing program at San Francisco State University, which we worked with to create several marketing materials for our ParkScan Program. Steven was a pleasure to work with and I am sure he would be an asset to any organization he would lend his talents to.

During his internship, he project managed his teammates developing timelines and project scopes for each of the deliverables: a brochure, press kit, and online tutorial. As a technical writer, he interviewed community members, wrote, edited, and designed our marketing materials for a proposed campaign launch. He was always on time for meetings and participated at a professional level. I found him to be a mature individual, self-starter and able to do the work as a technical writer, editor, project manager.

Please feel free to call me to discuss further Steve's qualifications at (415) 621-3260 or email me at apedroza@sfnpc.org. If you cannot reach me, please accept this letter as a reference.

Sincerely,



Alfredo Pedroza

ParkScan Technical Services and Outreach Coordinator