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November 17, 2006

Re: Steven Heitman – Letter of Recommendation for Employment

To Whom It May Concern:

I am Dr. Isabel N. Quita, Associate Professor at San Francisco State University, College of Education. Steven did a tremendous amount of work on preparing the necessary documentation for a Web site's information architecture. Steven has all of the necessary skills to work professionally as an information architect, interaction designer, project manager, technical writer, graphic designer, art director, instructional designer, teacher, or in any related field. Steven has strong analytical and reasoning skills far above the average students I have worked with over the years in my teaching career. Because I worked with him on my Web site, I can say he is a high achiever and meticulous about documenting details. His attention to details serves him well in his choice and desire to work as an information architect, technical writer, or in other positions. Steven's academic success at SFSU is excellent. He worked hard to maintain a high G.P.A., and he graduated Cum Laude at the undergraduate level. His other successes include academic awards from Epsilon Pi Tau (the International Honorary for Professionals in Technology) and the Golden Key National Honor Society.

He excelled in the graduate programs at SFSU and did good work, including an extensive creative work on information architecture. He successfully completed several internships (project management, information architecture for the Youth Law Center's Web site and Audio Visual Instructional TV Center's Web site at SFSU). His work on all of these projects demonstrated excellent communication skills because he was placed in the high position of being a project manager and G.T.A. His final G.P.A. at the end of the graduate program was 3.93. Steven graduated from The Multimedia Studies Program at SFSU with a Certificate in Internet Design & Technology (emphasis: information architecture, interaction design). He attended the California College of the Arts (B.F.A. Graphic Design) program. He completed the program in Technical Professional Writing at SFSU (awarded Certificate, May 2005, equivalent to the BA in TPW) and graduate classes in the Instructional Technologies program, College of Education, SFSU. Steven also has a degree in metaphysical counseling (equivalent to BA); a Diploma from Heald Business College, which gave him foundational skills in English and technical writing. Steven earned the grades of A to A- for all his English classes and high grades in TPW. His English teachers recommended to him to consider being a professional writer and a technical writer.

I can provide you with an excellent and high recommendation for Steven because he is an asset to any company he works for in a job. Provided the opportunity, he will be a successful information architect, project manager, technical writer, instructional designer or in other positions at any company. His work for me included research, technical writing, creating blueprints, and communicating his information architectural concepts. Steven's oral and written communication skills are above average — especially his ability to formulate and analyze complex materials for information architecture, interaction design, or related fields. Since his achievements are tremendous and above average, I absolutely recommend Steven without any reservation for any position given his skills (full-time position or any internship). To discuss his qualifications, please call me at my office (415) 338-7636 or at quita@sfsu.edu.

Sincerely,

Dr. Isabel N. Quita, Ph.D., Associate Professor
Elementary Education Department
College of Education, San Francisco State University