

**Letter of Recommendation for
Steven Heitman, Information Architect, User Experience Designer**

January 26, 2012

Kenn said:

"Ladies and Gentlemen:

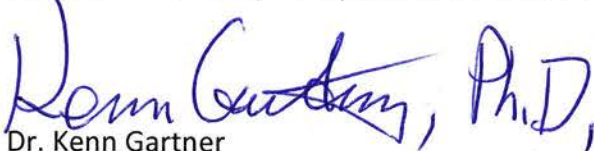
Mr. Steven Heitman has my highest recommendation for any job involving Information Architecture, Internet Design, and/or Technical Writing. I have found him to be honest, thorough, and extremely knowledgeable in his fields of endeavor.

Mr. Heitman worked with me on a project, which included consulting on information architecture, user experience design, and usability. His advice was right on target. The result was I have received many more concert bookings.

I interviewed a few other candidates. I found Mr. Heitman's knowledge base about information architecture and user-centered design to be deeper than the others with whom I chatted concerning my needs. Mr. Heitman is quite detail oriented. His knowledge of usability testing would make him an asset to other employers.

Future employers will be pleased with the professional level and expertise of his information architecture and user experience design skills—as far as I can tell way beyond the norm. Without a doubt, research and analysis make a huge difference on projects and their successful completion.

Should I need this sort of help in the future, I shall certainly seek Mr. Heitman's advice.
Dr. KENN GARTNER, Ph.D., CONCERT PIANIST."



Dr. Kenn Gartner
Concert Pianist

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Source: <http://www.stevenheitman-ia.com/html/quotes.html>.

Dr. Kenn Gartner

Pianist, Conductor
Master Teacher



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Nationally Certified Teacher of
Music: Piano and Voice