

January 21, 2002

Greetings,

I am writing on behalf of Jeff Krukin.

I worked with Jeff from March 1998 through March 2000. During this period I was an Account Manager for Attachmate, and Jeff was the System Engineer who assisted me in the Florida territory.

Jeff was instrumental in my training and the success I experienced at Attachmate. I was able to quickly become a contributing member of the Southeast sales team largely due to his patience and training efforts.

The most valuable asset Jeff will add to your team is his innate ability to understand and drill through the complexities of a solution and position it to address the business issues you are solving. He is as comfortable discussing the requirements of a solution with a technical staff, as he is in understanding and discussing the business value with VPs and mid-level management. This ability was invaluable in the success we had with my accounts, including American Express, Ryder, Florida Power and Light, and Health Plan Services.

Jeff demonstrated his understanding and ability to navigate the dynamics involved in a strategic, team-sales environment many times. His contributions and efforts with the members of our sales and pre-sales technical team won him Attachmate's Systems Engineer of the Year for 1999.

Jeff will be a welcomed addition to any team. With his positive attitude and business focus, Jeff will bring out the best in his co-workers and your organization.

I welcome the opportunity to further discuss how Jeff can contribute to your team. Please feel free to contact me at 407-324-8338 if I can be of further assistance.

Sincerely,

Jim Daly
Account Manager Magic Solutions/Network Associates
5366 Lake Bluff Terrace
Sanford, FL 32771