



U.S. Customs Service

1300 Pennsylvania Avenue, N.W. Washington, D.C. 20229

April 29, 2002

Mr. Norman Maxwell
UNISYS Project Manager
12010 Sunrise Valley Drive
Reston, VA 20191

Dear Mr. Maxwell:

This letter of commendation is to recognize the outstanding performance of your employee, Michelle McDonald. She came to work at the Office of Information and Technology (OIT) Program Monitoring Group (PMG) in November 2001, and has consistently surpassed all expectations since that time.

Ms. McDonald is a professional Web Designer of the highest caliber on the Technical Team, who meticulously designs websites, flyers, logos, presentations, and many other creative graphic designs for PMG. Her work has made the PMG Online Project/Activity Report (OPAR) website more attractive, interactive, and accessible than would be possible without her talent and vision. PMG has received many compliments from our customers on the website's design and user friendliness. Management and personnel on PMG's Data Analysis Team, Financial Analysis and Resource Management Team, and Quality Assurance Team constantly praise her work.

Ms. McDonald is an innovative self-starter, who rarely needs supervision. She weaves artistic features throughout her work that successfully guide visitors through PMG's website in a logical and meaningful way. Everything she designs adds a new and very positive dimension to each webpage. She handles pressure well and meets deadlines. For example, PMG's Technical Team is currently short staffed and during our "krunch" weeks, in addition to redesigning our intranet site, Ms. McDonald assists in updating over 200 webpages to prepare the site for monthly program reviews. This is just one example among many of her superior skills and admirable work ethics.

TRADITION

SERVICE

HONOR



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Ms. McDonald's presence and her work have made incalculable contributions to PMG and to the U.S. Custom Service. She personifies the qualities of an ideal employee who inspires everyone she meets with her positive attitude, generosity of spirit and extraordinary talent. She has made an unforgettable impression upon all those who have come to know her and her work. She is a consummate professional fully deserving of recognition as an exemplary employee.

Sincerely,

Kim Jackson
Director
Program Monitoring Group

TRADITION



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