
Board members:

Ben Beveridge | bbeveridge@tfrm.us | 06/21/2018

Thomas Fidler | tfidler@tfrm.us | 06/28/2018

To Whom It May Concern:

This recommendation letter is in support of Glenn Shepherd, who has been a breath of fresh air to our organization and effectively brought us out of the digital dark ages.

In December 2016 Mr. Shepherd began with our organization as a volunteer editor, in January 2017 he began a role as I.T. support. In early 2016 our organization lost our I.T. support when that volunteer quit. Subsequently we lost access to our platform we used to add volunteers, we lost access to make changes to our Outlook and Microsoft 365 accounts. We actually had to find new (and less effective ways) of managing our organizations “behind the scenes” content. When Mr. Shepherd began as I.T. support, suddenly we had access to everything, and he did so much more including:

- Adjusting website content and configuring WordPress
- Managing our store and QuickBooks server
- Migrating the website from North Carolina to Microsoft Azure Cloud
- Adjusting and configuring Office 365
- Mentoring newly on boarded volunteers
- Code review and implementation of assorted WordPress plugins
- Documenting existing systems functionality and data processing procedures
- Streamlining processes and workflows, improving collaborative efforts
- Implementing Privacy policy statements on multiple websites (GDPR compliance)
- Mailing list integration and support (MailChimp, Facebook, WordPress)

One specific task I would make note of is a project that Mr. Shepherd saved from ruin. I had hired 3 freelancers to create some plugins, add new content and basically build a new webpage for Texas TFRM, after about 2 months I was ready to give up because the whole thing was not coming together. Mr. Shepherd stepped up, began managing the freelancers, and within 2 weeks everything was ready to go.

More important than the successful completion of all these task that Mr. Shepherd has used his expertise to help out with, is his always prompt replies, good attitude and follow through on everything he does.

I give to you my highest recommendation for Glenn Shepherd, and so does the entire board of directors for TFRM.

Sincerely,

Board members:

Ben Beveridge & Thomas Fidler