

To whom it may concern,

From its founding during WWII until 1997, Texas Petrochemicals LLP had been a paper-based company. On a shoestring budget and heavily augmented by contract labor, TPC implemented a network, ERP, and e-mail. However, they were having trouble with the consulting firm they had been using. In November of 1998, I came on board as the IT manager to get the situation under control.

By spring we were replacing the consulting company. Unfortunately, the transition was going to leave us with no PC technicians for two weeks.

My network administrator recommend Chris Cox. I was skeptical. Chris had never worked in IT before. In fact, he had only recently graduated from Texas A&M. The network admin said, "he's a fast learner. I promise you won't be disappointed." If anything, he undersold Chris.

During his first few days on site, I had Chris shadow the network administrator. By the end of his first week he was flying solo. When our new vendor's technicians arrived, Chris was closing as many tickets by himself as the other two combined. We opted to keep Chris.

We had a fledgling Intranet site. Chris created a set of instructions (complete with software download links) that allowed contract technicians to build PCs quickly with greater consistency.

The IT department desperately needed a better ticketing system. With no money in the budget to acquire such a system Chris and I authored the ticketing system in ASP. Later, Chris learned PHP so we could port the system to LAMP (which reduced license cost to zero while increasing performance).

Due to his tremendous success with the Intranet, TPC turned to Chris when it was time to create an Internet presence. Chris gathered all the content, created the design, and wrote every scrap of HTML and JavaScript for TPC's web site. The site survived with only minor updates until the company was sold.

Chris also developed the "blind system" with no budget and no time away from his normal duties which allowed TPC to retain its operating insurance (potentially saving millions of dollars).

Working in a chemical plant is not easy. Many people can't handle the physical demands of working in areas with high heat, loud noise, all while required to wear PPE and still look professional. I counted on Chris to provide excellent service from the C-Level to the plant level.

Chris Cox brings flexibility, intellect, an outstanding work ethic, pleasant demeanor, and wealth of skills to any organization with the foresight to hire him. I would not hesitate to hire Chris.

Respectfully,

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