



March 8, 2021

Terry Gilbreath
PSSI / Marietta GA

Dear Terry

It has been a pleasure getting to know you. You are extremely knowledgeable, caring and a true professional with passion for your craft.

I have had many technical challenges with which you have lent assistance or guidance. But for this letter, I'll choose one. My son, Kara, recently graduated from college and started a fantastic new corporate job as well as a side video production business. Over time, he has accumulated lots of professional, photo and video files, many that he is actively refining for current projects. Suddenly, his new Mac stopped working and he couldn't even turn it all the way on. He was in the middle of urgent work and was also afraid he would lose some of his video productions forever. He had thought of backing up his files but never got around to it.

Enter Terry. You not only made his frantic request a priority, but you also explained exactly what you thought was happening and walked him through your process. This put his mind at ease. You didn't promise anything that you weren't sure of and you level set his expectations. Kara is a worrier so your calm and professional demeanor helped him through this difficult period. You were able to get the computer turned back on, fix the problem and recover most of his files. Kara was ecstatic. But the real gift came when you called him back the next day to say that you had continued to work on the problem and figured out how to recover his remaining files.

This allowed Kara to get back to work and to resume his video projects without skipping a beat. You even left him with recommendations for affordable backup options going forward. You not only saved the day, but you also became a shining example that technology expertise is not the sole domain of the young. Now, my entire family hesitates to make a technology move without consulting with you.

Terry, you have my ringing endorsement for any and all future technology needs, and I will continue to recommend you highly to all my friends and family. Thanks again for being a model PowerCore member.

Warm Regards

A handwritten signature in cursive script that reads "Donna L. Wise".

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