



NORTH  
YARMOUTH  
ACADEMY

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To Whom It May Concern,

I am very pleased to provide this recommendation for Jeremiah Burns. Jake came to work at North Yarmouth Academy (NYA) as an IT Technician in the summer of 2012. Jake returned every summer for four years. During this time, and his time NYA as a student, I have been able to observe him in numerous settings. I know that he will add value to any organization that is able to hire him.

Jake jumped into his role with an amazing amount of energy. He was given many hats to wear, from repetitive work unpacking computers, to interfacing with teachers, students, and staff to best determine their needs, to designing hardware and software implementation solutions, to writing webpages and help sheets. Jake was able to switch gears between all of these roles on a daily basis with minimal if any change in productivity. His attention to detail, coupled with his curiosity and communication skills made Jake an invaluable asset to the Information Technology Department.

Jake started this job with little to no experience in the specific disciplines he was forced to work in. We hired Jake for, in addition to the qualities above, his potential to learn quickly and his adaptability. For the first several years each task that Jake was given was an entirely new challenge. The department itself was stretched thin and so Jake needed to do the majority of the learning on his own with only the most general guidelines and the knowledge of the desired finished product. Each time Jake was able to formulate the appropriate questions to research and then reach out to others for the answers he could not ascertain for himself. Additionally he had to become proficient in each and every piece of software and hardware the school uses so you could write documentation on them. We still use the majority of this work today and it can be found at <http://www.nya.org/technology/help-sheets/faculty-staff/> .

Jake was willing to put in long hours when needed and was fully invested in each task. He felt that the quality of his work was a direct reflection on him. This went for each and every task, from breaking down cardboard to designing and implementing a new laptop software solution. Jake sees the big picture but at the same time is exceptionally curious about what makes things tick.

While I understand that it is time for Jake to move on he will be sorely missed in the halls of NYA. He is ready to embrace new challenges and put to use the analytical, creative, and communication skills he has developed over the past 4 years. I enthusiastically recommend him to your selection committee. He will be a superb addition to your organization.

Sincerely yours,

Christopher Mazzurco  
Director of Information Technology  
North Yarmouth Academy