My name is David Peggs, and I am a User Support Specialist for St. Norbert College. I have worked with Rick Gonzalez for the past year addressing staff and facility computer issues. I’m always impressed by his enthusiasm to solve new problems each day. He is always prompt for work and offers valid feedback in every situation. I highly recommend Rick for any information technology team.

Rick is always trying to better himself not only in school but also outside of school. This is evident in his conversation about computer setups and builds for his personal life. He has mentioned different times that he had been tech support for friends and family. He is always looking to help others to better their computer experience. If he is unaware of solutions to issues with computers he is the first one to research the problem on the internet.

Rick’s hard work ethic and efforts to solve the issue correctly the first time, will make him a great asset to any information technology team. I highly recommend Rick, he will be an invaluable resource to your team.

Please feel free to contact me to discuss Rick’s character and attributes further. You can reach me by phone at 920-403-4016 or by email at [david.peggs@snc.edu](mailto:david.peggs@snc.edu)

Sincerely,

David Z. Peggs

User Support Specialist

St. Norbert College