

To Whom It May Concern:

I have known Armando Arrastia for almost two years during his employment with the Kentucky Department of Education, when he served as Division Director for the Office of Communications, Division of Publications and Web Services. I have had the fortune to serve as Armando's secretary from October 2004 through August 2006. Armando is easy to work with, his computer skills and meticulous organization made my job very easy.

Armando's motto is "Work flows to those who do it, and more work flows to those who do it well." This is certainly true of Armando Arrastia. He has shown the kind of initiative which is necessary to be a successful leader over the long-term. He has an excellent team building attitude, yet remains focused on business. Armando was a superb director, giving his staff many hours of his time, training them and encouraging them to seek training opportunities.

As a division director, Armando had the task of managing ten employees of varying backgrounds and work habits. He maintained an open-door policy and encouraged his staff to come together at office functions to bond and team build. It was not uncommon to hear staff in other divisions compliment our division on morale and unity.

Armando was assigned the task of managing the Kentucky School Report Card after the departure of the previous assigned staff. With no prior major involvement Armando submersed himself in the project, spending numerous hours reading the history, studying the compilation process and meeting with others to understand the end-users needs and results. He took time to make needed improvements and additions to the layout of the information, and I have no doubt that the Department will receive numerous compliments on the improvements as a direct result of his work. This project was in addition to his numerous other duties including Web Master, online conferencing, online surveys, Live Help, copy right requests and personnel duties for 10 division staff.

I recommend Armando to you without reservation. If you have further questions, please do not hesitate to call me.

Sincerely,



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