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# Dell, Inc

1 Dell Way  
Round Rock, TX 78682

May 19, 2006

Dear Sir or Madam,

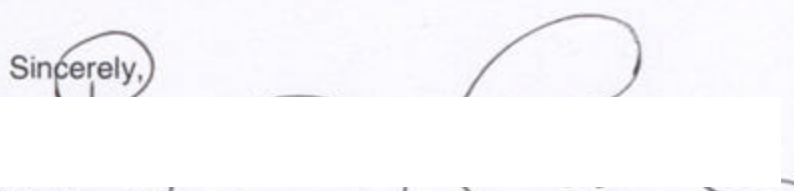
This letter is to inform you of the qualifications of one of my employees, Yuri Diogenes, who was employed at Dell Inc. from August 2004 to February 2006.

I have had the good fortune to have worked with Yuri for almost two years. Yuri joined my team and immediately differentiated himself from the group, taking a very complex workload and filling in for more senior analysts. From his first days on the team, Yuri worked extra hours to help clear out a backlog of customer escalations, often working 10 hours a day. With very limited training, mostly on our in-house tools, Yuri was able to step in and troubleshooting extremely complex issues on the following areas: Windows Networking cases involving TCP/IP stack and packet analyzer, Windows Kernel Debugging (dump analysis) using tools like Microsoft WinDBG, Windows Performance, Terminal Services, Microsoft Active Directory and also Microsoft Exchange Server. Yuri also developed customized training to our group on Exchange and on Kernel Dump Analysis. The feedback from the students was always beyond the expectation.

Yuri has always been self motivated, hard working and reliable. His performance has often exceeded expectations as a software support Engineer at Dell, Inc. Yuri is a team player and has always led by example and is already viewed with respect amongst his more senior peers in my group. I am extremely lucky to have had Yuri on my team.

As a support manager, in Dell's Enterprise Support organization, I would highly recommend Yuri to any support organization. I think you will find it will be mutually beneficial for both of you. If you have any questions about Yuri or his qualifications, please feel free to contact me and I would be happy to discuss at length.

Sincerely,

  
Bradley Linscomb  
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