



13562 Pumice Street, Norwalk, CA 90650  
(562) 404-6656 • FAX (562) 404-9357

To Whom It May Concern,

It is not always easy to make changes in an organization that has already been in business for over twenty years. However, I was in need of a personal change and our business was ready to make some changes towards better efficiency, more productivity and improved profitability.

While we have always done pretty well, I always knew that we could improve but it seemed that we couldn't seem to do enough or know how exactly to take our business to the next level. I was discussing this with a friend of mine who had been working with Jeff at their company for the past year and he was very excited to make the introduction for me.

Over the past year Jeff Brown has been an invaluable presence at our company. He is a consummate professional, extremely knowledgeable and highly ethical. Jeff has helped me to implement changes in our financial reporting, in our project work flow set up and has helped us establish a more uniform sales system that includes installing customer management software for tracking quotes, customers and bid follow up. With the implementation of these systems we were able to identify areas within our organization where we could make subtle changes that could increase not only our sales but more importantly, our profitability.

Jeff has been a tremendous resource for information. He has worked with so many different companies that he brings a diverse, well rounded base of experience and ideas that we have tapped into to improve our company. Jeff brought a new perspective and way of seeing things to an established company that sorely lacked vision. He has worked with my project managers to establish new systems, and he has helped to clarify the vision for what we want our company to look like in the future.

I have been very happy working with Jeff and I am grateful for his contributions, his support, his guidance and his leadership. If you have any further questions or would like to give me a call, please do not hesitate to reach me at the number listed below.

Sincerely,

Casey Crosby  
President  
Strongarm Environmental  
Field Services, Inc.