

To Ashok Saraf,

November 02, 2001

I wanted to offer my input on working with Joan Lonzo. I have also included what she works on from my vantage point and how they fit into Cisco's culture.

### **Initiative for Results**

Web Master for MWG

Joan does what is needed with minimal input. Good judgment. The tasks I have asked of her were done without having to go back and forth about every detail. In the instances where we have needed to quickly post something with limited special access it was handled promptly and accurately.

### **Technical Knowledge/Virtues**

Joan has demonstrated her Technical knowledge through the designing, building and maintenance of the MWG Web page. The Web page is easy to navigate and provides the real goal of the MWG web site the exchange of information.

In my interactions with Joan I have found her to be versatile to quick and sometimes contradictory changes without complaining. I have given her multiple changes all at once with just a call or e-page she will rearrange the content or security permissions as required.

### **Work w/drive and commitment to results**

Known to work and interact with multiple groups within our organization successfully.

In meetings it is commonly mentioned that "Joan will take care of that" or "get with Joan" she can set up the web site/page as you need.

Joan has solicited work when she had free time. Although the web page is easily navigated but she hasn't hesitate to help by e-mailing a link when it is needed in a hurry. I have also received follow-up e-mails to make sure the information is as needed.

Dedicated to Customer Success

Patient handling requests form multiple groups and people.

Professional attitude- Joan puts emphasis on getting it done they way you want it done, even if that might not be the easiest way to complete the task.

Joan will ask/remind you to find out if you the information YOU wanted to post is available proactive. Joan has been very helpful in the GPRS IOT information exchange.

### **Leadership**

**MWG web master.**

### **Team Work/Cisco Culture**

Joan is known to work and interact with multiple groups within our organization, in this she has successfully interacted with multiple team members for multiple projects. You don't need to ask twice to get something done. I never feel she is not willing to go the extra step to complete a task. I am comfortable with Joan's judgment the task will get done in a usable and prompt matter. You feel she is honest and wants the best for the product/company, patient, strong Cisco attitude. Her dedication is unquestioned.

Regards,  
Mark Van Weiss

