

Recommendations

“ Over the 5+ years that Jay and I worked together creating content for the Xbox Online Support Team, we collaborated on a number of projects and he was a terrific partner to have, especially on the BIG projects that required a coordinated "divide & conquer" approach. Jay's experience and adaptability were invaluable to our team, and he was always quick to pick up new processes and always the first to volunteer when a colleague was overwhelmed and needed backup. A great guy to have on your team -- sharp and reliable, with an uncanny ability to make finicky content-management systems and temperamental production tools obey him.



Matt Bohlmann

Content Development Manager

Apr 20, 2017, Matt worked with Jay in the same group



Payal H (MBA)

Sr.Consultant at Slalom

May 7, 2019, Jay worked with Payal in the same group

Jay is not only a great and precise Sr. Business Analyst, but also a very inspiring person. He is very thorough and extremely enthusiastic about his work. He was always able to successfully complete any tasks with remarkable results, despite the deadline pressure. The success achieved in his job required extensive knowledge and dedication. I look forward to working with Jay again in the future! [See less](#)



William Jolly

Manager at Logic20/20, Inc.

May 17, 2019, William managed Jay directly

Jay is a genuinely talented contributor and thought leader whose broad experience pays off in quick turn around and useful solutions. I was the project manager with Jay as a technical lead on difficult project for a large client and his solid technical skills with consistent work output was key to our successful client delivery. He was quick to assess technical strengths and weaknesses of various solutions so we could best leverage available resources. Jay was placed in a mentor and reviewer role for team members so their work product could be brought up to his high standards of clarity and precision. I hope I have the chance to work with Jay again. [See less](#)

James Legatt

Project Manager at Entirenet

As a Project Manager who has worked in the technical documentation arena for many years, I work closely with writers and editors and found Jay Carlson to be an excellent part of the XBOX support content team. In addition to his regular cadence of writing support content, I often asked him to do research projects where the findings were detailed and well thought-out. Jay was willing to pitch in as asked during all phases of the content cycle and often did double duty as an editor or content coordinator on the project. He worked well with the team, client and project SMEs. As Jay's manager for ~ 3 years, I found him to be consistently pleasant and dedicated. I would recommend Jay as a writer for technical support documentation.

Gary R. Hewitt
77612 Highway 58
Rockville, Ne 68871
October 30, 2008

To whom it may concern:

I had the privilege to be Jay Carlson's immediate supervisor from January 2004 through January 2005. During that period Jay was employed by Entirenet LLC as a technical writer and technical reviewer. He was required to work alone and unsupervised much of the time but was also frequently involved in team collaborations to complete large projects.

Jay is intelligent, easy to supervise, a very quick study, a talented technical writer, and has the leadership skills necessary to manage a team of people. His job at Entirenet required him to write knowledge-base articles, how-to articles, and quick fix engineering (QFE) articles with minimum supervision. His writing performance was always accurate, and always met deadline. He could be trusted to manage a team of writers when collaboration was required to meet a deadline on large quick turn projects, e.g. a new product release or a service pack release.

Jay's general skills include: research and solution development of technical problems; the ability to write at specified levels of education; testing the technical accuracy of articles; writing for automated globalization; and editing the content of peers.

Jay's specific skills include: in-depth knowledge of current operating systems developed by Microsoft and Apple; in-depth knowledge of SQL server and Exchange server; a good working knowledge of Access programming; a good working knowledge of Project server; and familiarity with nearly all Microsoft and Apple applications, tools, and entertainment software.

Jay is well liked by his co-workers and has always proven to be a low maintenance employee. I heartily recommend Jay for any technical writing or training project involving software or computer systems. I have no direct knowledge of his writing skills outside of the computer/software industry, but I am certain that the same talent and natural motivation that makes him a good writer in the software industry would translate to excellent work in nearly any other writing or training field.

If you would like additional information about Jay, you can telephone me at (308) 996 4376.

Sincerely,

Gary R. Hewitt
Technical writing manager (retired)