

29 February 2016

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To whom it may concern

I confirm that I have known **Donald Masango (14006851)** since 2014 when he enrolled as an HCSS (Higher Certificate in System Support) with Rosebank College Pretoria CBD campus and He also enrolled to do a BIT (Bachelor of Information Technology) at our Sunnyside campus.

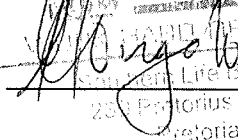
Donald Masango (14006851) always volunteered to assist in the I.T department to help with the day to day tasks which involved deploying the new computer room software images, resetting student account passwords, setting up workstations for new users and basic helpdesk support

At all times I have found **Donald Masango (14006851)** to be dependable, reliable, hard-working, conscientious, honest, initiative, peace-loving, and polite. He was always willing to learn new ways of performing tasks assigned to him. His willingness to help at all times is an asset most valuable in his arsenal of strengths. His only weakness is that at the time of writing this letter he was still a student therefore there are a few skills that he still need to acquire.

I'm happy to provide further information if required.

Yours faithfully

Lungile Ncongolo - ICT Support


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