Christopher McGrath, a software engineer at <u>www.aaw.link</u>, has been my close-friend, colleague, and business partner for many years. I express my sincere appreciative recommendation in this letter for anyone to do business with him. I knew he had been a professional in academic services, and information technology (computer services) for years. He helped me in those fields with my needs countless times, just as he helped anyone else. In addition, we had been on business ventures and collaborative with our intellectual capabilities and knowledge. Detail descriptions of our years of past activities are too much to fill in this one page recommendation letter.

Chris recently helped me recently with three of my troubled laptops.

- He successfully pinpointed the mysterious failed-power-charging battery problem that other people and I failed to realize. Tweaking with driver software, replacing batteries, and everything else I thought were all not the root of the problem; everyone gave up on my important laptop. Chris found the cause of the problem and fixed it. In addition, he upgraded the OS and tightened up privacy and security measures.
- 2. He rescued the operating system of my other virus/malware infected laptop. He fixed the display screen problem and educated me with many hardware, software, security, and IT tricks about privacy and my other needs.
- 3. He also upgraded the OS and tightened up privacy and security measures of my father's laptop.

I proudly rate his values as the following:

- Reliable and trustworthy
- Informative, insightful, competence, and knowledgeable.

I recommend him to any company, small business, or individual with their IT/academic needs at any level.

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