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Elsevier  
9555 Springboro Pike Rd.  
Miamisburg, Ohio 45342

To Whom It May Concern:

Kelly Conley was an intern under my supervision during the summer of 2015. She did excellent work and was an asset to all teams on which she served.

Kelly's primary responsibilities included the following:

- Gain familiarity with Application Programming Interfaces (APIs) through suggested articles.
- Learn to use the Confluence tool.
- Finish creating pages not yet converted from MS Word to Confluence.
- Identify discrepancies and inconsistencies in content and report them.
- Review sample documentation style guides, including the one used by Elsevier/LexisNexis technical communicators.
- Assist in developing a style guide for the site and presenting it to the subject matter experts for acceptance.
- Review pages for adherence to the style guide and edit pages as needed.
- Work with subject matter experts to clarify updates needed and content accuracy.
- Add glossary terms and insert links on pages to the terms.
- Insert links between relevant pages.

She eagerly did all tasks assigned and was not afraid to ask for input or assistance when needed. Her mastery of grammar and writing best practices came to light in the way she answered my questions, provided edits, and made suggestions. She did her work swiftly and then asked, "Is there anything else I can do?" She was not shy about interacting with the highly technical subject matter experts, and her positive attitude came across as "how can I contribute more here?".

Kelly definitely has a great future in technical communication, and I'm extremely pleased to have had her at Elsevier for this internship.

Sincerely,

Sylvia A. Miller

Senior Communications Analyst