



August 23, 2021

Jim Willis,  
CEO, InDev Tactical  
P.O. Box 1430  
Manassas, VA 20108-1430

Dear Jim,

I wanted to thank you for your presentation at the CS Week Conference 45. You and your co-presenter help make our 2021 onsite conference a success. Your message *De-Escalation in the Field* was timely, and your presentation style and audience interaction resonated with our attendees. As this is your third conference presentation for us, I can tell you that our attendees look forward to the opportunity to attend your presentations.

Your efforts in making a professional and engaging presentation are appreciated. I look forward to the opportunity to invite you to speak at a future conference.

Please feel free to use this letter as my recommendation of you as a conference speaker. Your presentation style has always been professional, well-received, and well presented.

Again, thank you for providing a memorable and engaging conference presentation.

Sincerely

A handwritten signature in dark blue ink that reads 'Danise Mullendore'. The signature is fluid and cursive, with the first name 'Danise' being more prominent.

Danise Mullendore  
Manager, Workshops, Key Account & Benchmarking  
CS Week  
903/337-1018