



August 16, 2019

To Whom It May Concern,

Please allow this letter to stand as a personal recommendation for Richard (Rick) Lapenna.

I have had the pleasure of working directly with Rick for 2 very successful years, both as a direct hire with my company, LMS www.lmsonline.com and as a Vendor Partner with the Ocean Medallion project, engaging in his role as a Senior Director, Operations Engineering. In each role, Rick has demonstrated subject matter expertise while providing complex contributions and solutions.

Rick has always been able to manage expectations and provide leadership and technical guidance toward complex circumstances. His steady hand and accessible and willing temperament is one of the most important qualities of his professional contributions.

Rick has been the driving force of improvement on every task where he is present. He has also been a key collaborator to improve efficiency, velocity, and expense controls.

I look forward to many years of working alongside Rick as he is a key leader and resource in the work performed by the Global Experience Innovation (GXI) team.

Sincerely,

A handwritten signature in blue ink, appearing to read "Steve Cohen", is written over the word "Sincerely,".

Steve Cohen, CEO
LMS, Inc.