

February 2009

To Whom It May Concern:

I am writing this letter in full support and recommendation of Melissa Cliver. I had the pleasure of getting to know Melissa during her graduate internship with the Mayo Clinic SPARC Innovation Program. She contributed significantly to two distinctly different research and design efforts we conducted during the summer of 2008.

The first project looked into the creation of a unique 'Personal Health Record' for patients. The second project explored opportunities to improve the patient experience around "informed consent." In both cases, Melissa brought to the work her own style of appreciative inquiry (always asking the questions that needed to be asked), as well as her creative and generative approach to research (offering a beautiful and compelling interpretation of data). Throughout these projects, Melissa showed a great deal of initiative, often having to navigate a complex clinical environment independently, and an ability to handle to very challenging projects simultaneously. Each project resulted in extraordinary findings and insights into patient needs.

As a teammate, Melissa's colleagues that summer spoke highly of her and her contributions to the work. And in general, Melissa is a wonderful and insightful person to have around you. She always offers new and unique perspectives on any discussion. I believe she would be an asset to any company or organization that is looking for someone with the right combination of creative spirit and analytical capabilities.

Sincerely,

Matt Maleska  
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