

June 30, 2020

To whom it may concern:

I have known Chris Duggan for approximately 25 years, having worked closely with him in the marketing and communications office at Lindenwood University as his direct supervisor. I feel that I am very familiar with his character, service, abilities, and accomplishments, and it pleases me greatly to recommend him.

Since Chris' well-organized and decorated resume aptly list his credentials and remarkable record of service, I will not reiterate that in this letter. Rather, I will address Chris' predominant skills—with all commentary based on my direct observation of his workplace decisions and actions.

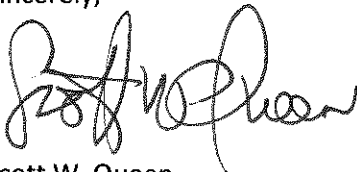
Chris is a humble but strong leader, a keen evaluator of talent, and above all, an adept and creative writer. His is also a trusted editor, guarding not only the basic expectations of grammar and spelling, but high-level issues that require workplace and industry observations and intuition. He was the only staff member at Lindenwood who could hold his own in grammar debates with the university's top grammarians—President Jim Evans and Provost Jann Weitzel.

Another foundational skill Chris possesses is reporting ability. His background in newspaper work serves him well. Chris knows how and when to ask important questions, and he knows and demonstrates that solid research enables quality writing. Chris has an uncanny ability to make the mundane captivating and the complicated clear and unambiguous.

I would be remiss if I did not mention the learned skills that Chris gained while supervising the team at Lindenwood. It was there he acquired the social media skills to not only represent the brand well, but the social listening ability to manage a crisis and respond to the public in a timely fashion with a professional, well-crafted message that often soothed hurt feelings or allayed fears but communicated the brand message as directed by senior leadership.

Please do not hesitate to contact me at [swqueen18@att.net](mailto:swqueen18@att.net) if you have questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott W. Queen". The signature is fluid and cursive, with the first name "Scott" being the most prominent part.

Scott W. Queen  
Executive Director of Communications  
Central Methodist University  
Fayette, MO