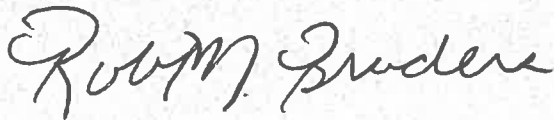


I, Robert Bruders, have been asked by Alderman Adam Jankowski to serve on the IT committee. I would consider it an honor and privilege to serve on the IT committee to help the City of Waukesha.

I understand I would help Adam support the IT department in finding the best software for Waukesha to help the city save money and to help its employees to make the most effective use of their time. In my current employment with AT&T, I have seen the importance for proper testing and research before introducing new software. Proper testing and checking of new software avoids wasted time and money for the city, the employee and the taxpayer.

I look forward to learning how the IT committee operates and how I can serve both Adam and the people of Waukesha.

Sincerely,

A handwritten signature in cursive script that reads "Robert M. Bruders". The signature is written in dark ink and is positioned below the word "Sincerely,".

Robert M. Bruders

**ROBERT M. BRUDERS**  
123 Hinman Avenue  
Waukesha, WI 53186  
Home: 262 544-9024  
Cell: 414 313-1998

**WORK EXPERIENCE:**

**\* AT&T COMMUNICATIONS October 2000 to Presents**

- \* Over fourteen years of experience working in several different areas of customer service. This wide-range of job experience has given me a concept of how the entire company works.
- \* Varied background working on the computer using WAFC and WAFD (dispatch and repair data bases), ACIS (billing records), TIRKS (inventory of all equipment), SHOTS (engineering program), ASON, ASON+ and ESON (order data bases) and the Internet.
- \* Interact daily with customers from various communication companies to receive, build and close repair tickets. This process involves interviewing customers and entering customer complaints, gathering customer information from billing, inventory and order data bases, analyzing customer problems and generating solutions, and resolving conflicts effectively.
- \* Coordinate with other departments within company to schedule repair and ensure customer satisfaction.
- \* Able to diffuse high-pressure, emotional calls to determine the needs of the customer.
- \* Disciplined to work independently without the close supervision of a manager.

**\* CORNERSTONE MARKETING (March 1998 to September 2000)**

- \* Self-employed as a Health Insurance Agent, licensed in Wisconsin and Illinois.
- \* Executed 150-250 cold calls per week to generate sales.
- \* Interviewed customers in order to determine medical eligibility.
- \* Learned to work independently and as a team member.
- \* Organized map routes and traveled throughout Wisconsin and northern Illinois.
- \* Scheduled and promptly handled eight to twelve appointments weekly.
- \* Conducted interviews to promote and sell products of company.
- \* Attended weekly team meetings.

**\* EDUCATIONAL BACKGROUND**

- \* North Central University, Minneapolis, MN.  
Received a B.A. in Pastoral Studies. 1992

- \* Served five years in United States Air Force -1980-1985 Honorable Discharge.