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To Whom It May Concern:

For approximately five years I have been working with Imagely as their Senior Technical Support. I focus on helping with the NextGEN Gallery plugin (hosted in the WordPress plugin directory), their premium extensions to NextGEN Gallery as well as several brands of themes Imagely offers while still maintaining support for my themes and plugins hosted in the WordPress repositories.

I enjoy providing exemplary support to the customer with the team or as an individual. I treat each customer as if they are my first customer of the day with a smile on my face and determination in my heart to resolve their issue accurately and in a timely manner. Getting to the root cause of an issue or concern being brought forward is vitally important and I go to great efforts to get as many relevant details as possible to find and identify the problem; and, if the behavior is expected and intended, to better explain the process with the customer to understand what they are seeing.

It is very important for the team, in general, to be aware of any issues or concerns that are found. Every effort is made to communicate with the team, allowing them to use this new information to help other customers in a more expedient fashion, is the key.

I am a long-time user of WordPress and its various projects. I have been involved in a variety of groups as well as created numerous themes and plugins, updating as needed, for use by others that fulfilled specific needs and or filled gaps in what was being offered at the time.

The majority of my recent activities in the WordPress support forums will be found under the Photocrati/Imagely profiles. These are great examples of the support I am able to provide in my role with Imagely. As of mid-May, I have been tasked with other duties and therefore my presence in the forums has been lacking. Please see the following links:

- <https://wordpress.org/support/profile/imagely>
- <https://wordpress.org/support/profile/photocrati>

I sign all of my responses under these profiles with "- Cais." so the user knows a person (and which Imagely team member) is responding to their concerns. I see it as an important aspect of the support being provided to give the user/customer a point of contact and this helps.

- <https://profiles.wordpress.org/cais/>

This is my personal profile. Please see the Automattic teams I have been involved with as well as the themes and plugins in the WordPress repositories I have shared.

I enjoy learning and growing; and, I use concerns being brought forward as opportunities to retain and share new information and solutions for future reference.

Best regards,

Edward Caissie
aka "Cais"

To learn is to share. To share is to teach. To teach is to learn.