



Friday, May 10, 2015

To Whom It May Concern:

I am George Owen, Systems Administrator at the University of Toronto, and I wish to tell you how Ryan Petroff helped solved a problem that had been plaguing me recently.

My area is responsible for a teaching module which had been provided to me on short notice and I was scrambling to meet its demands. We were required to deliver an Arduino-controlled electronics lab as a central part of the curriculum. When the programme was developed, using the Arduino software was not considered to be an issue but a complication arose. Specifically, I found that we could not run the necessary Arduino IDE on our computers as it was incompatible with our current internal security policies.

Not being familiar with Arduino I quickly exhausted all the obvious strategies and could not determine the source of the problem. As the deadline drew near, I researched Arduino support and discovered a group known as STEAMplant was hosting an International Arduino Day event only thirty minutes away. I hoped this event would provide me with an opportunity to find an Arduino guru who could propose a solution to my problem.

When I arrived, Ryan promptly introduced himself and asked about my experience with Arduino. When I told him about the problem I was having, his eyes lit up and he eagerly volunteered to help. Despite it being a Saturday afternoon, Ryan offered to take a look at our computer configuration. Ryan only needed to ask a few questions and run a few tests before he presented a solution that met the requirements and provided new possibilities for students in the programme. In a few hours, Ryan offered a solution that had eluded me. As security was a priority, it was nice that he was able to quickly identify the problem and find a solution without escalated privileges and without circumventing any university policies.

I was fortunate enough to be in the right place at the right time to meet Ryan, and his assistance and enthusiasm will not soon be forgotten ! With the support of the Toronto Public Library, I know he will be in a position to help others as well, and wish Ryan the best of luck in all his future endeavours.

Sincerely,

George Owen