

## Unsolicited Thanks / Praise / Compliments from Clients

**Tyler Burton, Chief of Staff, Institutional Limited Partners Association:** "... I wanted to tap you a quick note to express my appreciation for all of Fionta's help during ILPA's transition to Salesforce. It is hard to believe that we first traded emails just over 1 year ago. Ever since then, I have been thoroughly impressed with all parts of your organization. We chose Fionta for your knowledge, experience, and familiarity with the non-profit sector. It was clearly the right decision. I also wanted to give a special mention to all members of the project team: .... They are all incredibly professional and are genuine experts in their fields. It is truly a pleasure to work with such a smart and capable team."

**Michael Johnson, Director of Development, A Chance To Grow, Inc.:** "I want to let you know that [...] did an incredible job with securing, sifting and summarizing the database/software needs of the various departments. A lot of information was thrown his way and he was able to summarize it in great detail - something we have not experienced over the years!"

**Ryan Pretzer, Policy and Public Relations Manager, Intelligence and National Security Alliance:** "[...] I will say that the [www.INSAonline.org](http://www.INSAonline.org) that the Fionta team has helped us create is one of my favorite things about my time here at INSA. It was long overdue, looks incredible, and has enabled us to showcase what INSA is and does in ways not previously possible. And I know there is much more that can be done with it, so I'm exciting to see where [...] and my successor take it from here."

**Sherry Riva, Founder and Executive Director, Compass Working Capital:** "Heartfelt thanks for your continued support and partnership. This work with Fionta was a key highlight [this year] and instrumental to our success!"

**Shannon Suther, PR & Marketing Senior Associate, Rebalance IRA:** "As we head into launch I wanted to thank you for your tireless effort on this project, and helping me become familiar with the process. It has been, and will continue to be, a wonderful learning experience and I couldn't ask for a better teacher!"

**Melissa McCartney, Editorial Fellow, American Association for the Advancement of Science:** "Thank you for the outstanding work you have done with our redesign. [...] We are thrilled with the progress so far and are looking forward to what you show us next."



**Laura McClure, Communications Coordinator, Morningside Center for Teaching Social Responsibility:** "I want you to know that I was SO GLAD that when our website went down briefly on Weds. I was able to call Fionta's real-world 202 number, where a real (and friendly) person answered, who directed me to a techie who promptly FIXED THE PROBLEM. Wonderful!! What a relief!"

**Patrick Ledesma, Director of Research and Knowledge Management, National Board for Professional Teaching Standards:** "I'm very thankful for [...]s help – she has proven a terrific match for our DBA and web developer as they challenge themselves to learn new skills– she's a terrific teacher and resource! :-)"

**John Harrison, Senior Web Manager, Enterprise Community Partners, Inc.:** "Thank you again ... what a pleasure it was working with [...] on the Design portions of the project. It felt like there was a nice, steady cadence to the rounds of revision and the communication. The use of UXpin and the willingness for your design team to hear us out and make adjustments on the fly really got us to a good place quickly"

**Nicole Jackson, Director, Global Advertising, Advertising Manager, Water Environment Federation:** "... was fantastic today. Absolutely fantastic! It takes a lot of patience to work with our sales team, and she did a masterful job ... We had some sales reps that didn't even know how to log-in to Salesforce, which really let me know who read the materials ahead of time, and she just rolled with it. And when some of the reps started to go down a rabbit hole, she guided them back out so we didn't get derailed. "

**Marlene Mouanga, CKM, Knowledge Management Specialist, University Research Co. – Center for Human Services (URC-CHS):** "... is a fantastic project manager and she and her team have been amazing throughout the development of the site. I have no doubt that the two of you will have a successful launch."

**Natalya Podgorny, Communications Manager, Technoserve:** "The site looks great! A tremendous thank you to both of you as well as the developer for working to find fixes for some of the trickier issues and pushing hard to make our deadline. We really appreciate all the hard work and the overall quality!"

**Sarah Brock, Community Relations & Marketing Manager, Monroe Harding:** "This is absolutely fantastic. You have presented everything clearly and thoroughly and I appreciate the individual estimates. Really great work!"

**Oriela Cuevas, The Beljanski Foundation:** "... thank you to you and your team for such a great work on a very short timeline. Thank you all for your contributions to getting this one done in a really short period of time. Everyone played a part and rocked it - Great teamwork - Great effort!!"

**Ann Corbett, Development Director, Earthworks:** "Fionta helped my organization migrate all our data to Salesforce and customize the platform for our small development shop. Their quote was extremely competitive. They were on-time, on-budget and very professional. I highly recommend them to any nonprofit getting started on Salesforce -- or those who need ongoing support in customizing and using the platform."

**Susan T. Campbell, Marketing Consultant, The Barker Adoption Foundation:** "Great Praise for [...] I just wanted to mention that [...] has been outstanding to work with this week [...]. We are deep into content entry and QA identification/fix and he's been incredibly responsive and helpful on all fronts. I feel like we've made great progress."

**Elizabeth Evans CEO + Founder, New Voice Strategies / VIVA:** "You are the single best 'speak in English' technologist I've met in years. And your advice is smart, pragmatic and honest."

**Samuel J. Huskey, Chair, Department of Classics and Letters, Society for Classical Studies / American Philological Association:** "Thanks so much for this information. You did a terrific job of giving us a detailed overview of the various options for webinars."

**Chad Rummel, Executive Director, Society for Personality and Social Psychology:** "I cannot thank you enough for this. You clearly worked into the night to clear up the mess, and I am so appreciative. For so many reasons related to our mission and strategic initiatives that I cannot begin to explain, this blog's utility in the next two weeks is paramount. Your work in returning it to functional reaffirms my faith in our partnership with Fionta."

**Mike Awe, VP, Technology & Communications, Crow Canyon Archaeological Center:** "Your organization and staff are highly regarded here and we all look forward to your continued service."

**Gisselle Vargas, Office Manager, Aerospace Medical Association:** “I want to start by saying that we love [...] with Fionta. He is so attentive and has really done a great job communicating with us and fixing the numerous issues found with the website transfer. He always responds in a timely manner and is just a pleasure to work with.”

**Dana Bartolomei, Housing & Energy Efficiency Policy Associate, National Housing Trust:** “I wanted to wait until we presented the website to senior staff to get back to you. We presented on Wednesday and the site received excellent reviews!! Everyone is really excited to get started using this as a tool.”

**Lana Lawrence, Sewall-Belmont House and Museum:** “I really want to thank you for your assistance with sorting through the programming alternatives on this aspect of the project. You were a huge help!”

**Monica Hubbard, Board Member, League of Women Voters – Pasadena Area:** “[...] I continue to be grateful that Fionta agreed to take our organization on. I think there must be a special place in heaven for tech professionals who work with all-volunteer organizations!!”

**Robert Udowitz, Vice President, Public Relations Society of America – National Capital Chapter:** “Your staff have been professional, excellent and very wonderful at what they do”

**Hunter Pollitt, System Administrator, Share of McLean:** “As I work with the application more and more, the software you created reveals its power and function. We are extremely pleased with your system. Thanks again for all the support you have provided us.”

**Reverend Martha Macgill, Mother’s Martha:** “Just a note to say thank you for everything you've done for me this year with the book. [...] I have lots of great compliments and folks are ready for the next installment. Again, thank you for making such a great impression on my life!!! Your work matters and transforms!”

**Nancy Kim, Manager, Development Finance and Operations, Institute of International Education:** “We're very pleased with the new system and excited about deploying it to the rest of our department. [...] is great to work with and helpful in so many ways!”

**Shaniqua D. Seth, Health Communications Manager, National Women's Health Network:** “[...] was very easy to work with and very helpful through this whole process.”

**Suzanne Grubb, Deputy Director, Meals on Wheels Association of America:** “I just wanted to say that [...] and [...] are both fantastic, and it is a real pleasure to be working with them on our Library website.”

**Kerri Smith, Project Segue Leader and Amy Bucaida, Vice President, Marketing, Missouri Credit Union Association:** BTW, you have an awesome employee in [...]. She has been such a knowledgeable and competent resource during this whole process. It has been a pleasure working with her! ... I couldn't agree more. She has been a great resource and wonderful help.

**Bridget L. Burke, Acting Deputy Chief of Party for Implementation, Haiti Recovery Initiative:** “You guys have really been lifesavers with the site ... we could not have gotten to this point we thought was impossible without you! Everyone is extremely happy about the way it has turned out. Thanks so much to [...] and to the whole team for the hard work thus far.”

**Susan Block, Parish Administrator, St. Mark’s – Capitol Hill:** “I sent out [the] weekly email [...] using the set-up you created yesterday. [He] VERY much liked the result -- he is very happy -- and passes

along his compliments and thanks! Thank you too, for all your help yesterday -- I've produced two memos to clergy and staff based on our conversations and am in the process of writing several more with all the how-to information you gave me. Your patience in explaining things is very much appreciated."

**Marie Cornejo, IT Assistant, *Bipartisan Policy Center*:** "I just want to thank you again for all that you have done for us. I think this assessment has finally let our management see how important IT is, thus making our jobs just a tad bit easier."

**Mike Ambrose, Online Communications Specialist, *Food Research and Action Center*:** "Fionta may not have heard from anyone yet, but I wanted to let you know – we've fielded a number of calls from the field and nonprofits in the D.C. area who wanted to know "who did your awesome site for you?" The new FRAC site continues to delight everyone who uses it!"

**Geoff Harcourt, Marketplace Director, *Salsa Labs*:** "I wanted to thank you for the great work [...] has been doing for us. His first project has been a runaway success, and we're looking forward to the new forum he's building."

**Cheryl L. Mayes, Operations Manager, *National Breast Cancer Coalition*:** "Thank you. The training was very well put together; the instructor was very knowledgeable and an excellent teacher. Many of our staff members are still talking about how great [...] was."

**Louise Schmidlap, Director of Communications and Publications, *Crow Canyon Archaeological Center*:** "We've been online since Thursday last week and we are getting lots of great feedback. People seem to love the site's look and usability. I want to thank you for all the help you've given us (particularly me) in making this site a reality. It's been a long process and your help has been critical. I've learned a lot and couldn't have done this without all the guidance you've given me. So thanks! Thanks! Thanks! Thanks!"

**Tammy Colandrea, Director of Administration, *Our Place DC*:** "I want to thank you and your staff for all of the wonderful work you have done for us. I was extremely nervous that all of the technological changes we have made would be more chaotic than useful. However, your staff has been so patient, kind, and thorough that we actually look forward to our visits from Fionta. So thanks again for a job well done."

**Bob Dwyer, Executive Director, *The Blessed Mustard Seed Project*:** "I had to take a minute to tell you what a joy it has been working with [...]. He has certainly gone above and beyond for us as work towards finalizing our new and improved web site. Since we have been working together over the last two weeks he has been very accommodating, professional and patient with us and we are most appreciative. You are fortunate to have him working for you."

**Lisa Jones, *Mobile Citizen*:** "Everyday that I work with you, I'm more and more impressed with you and your depth of knowledge. Not just of Salesforce, but everything over and above that that makes you so valuable as a Salesforce resource."

**Barfonce Baldwin, Executive Director, *Capitol Hill Group Ministry*:** "Wow! What an excellent deliverable. I thoroughly enjoyed the read. It was extensive yet compelling. You turned over every stone you found. And, I learned a lot!"

**Polly Binns, Executive Director, *Council for Resource Development*:** "Thank you for all you do for us. We cannot express our appreciation enough for your partnership in our work."

**Anthony Rogers, Director of Information Technology, Gerontological Society of America:** “You and your team has provided us excellent support.”

**Lisa Jones, MobileCitizen.org:** “Thanks so much. [...] Everything you and [...] have presented, to date, has been excellent. I feel we're finally in good hands.”

**Joellen Leavelle, Communications and Outreach Coordinator, Pension Rights Center:** “[...] is great! She's amazing!! It might be a mix of excitement that we're finally almost done with the conversion, but I think [...] is great.”

**Scott Blaine Swenson, Executive Director, Death with Dignity National Center:** “I've just finished reading the assessment. I'm in awe. As someone who is techno-challenged, I understood everything that was written and the very clear and concise recommendations the team at Fionta is suggesting. [...] This is precisely the level of service we should have been receiving all along – thankfully we finally found someone who understands nonprofits, our needs and can help us meet those needs in a cost effective way.”

**Adam Hopps, eCommunications Manager, ITS America:** “Also wanted to say how happy we are with the new site, training, set-up, staff assistance, etc. You have such a great team! [...] you guys have delivered everything we were looking for. I expect, now that we have a great vendor, there'll be requests over the next year to expand the functionality of the site. Thanks again!”

**Bernie Bradley, President, Domestic Violence Center of Howard County:** “Great presentation yesterday. The information you provided was extremely helpful and will be a useful roadmap as we start our long journey of recovery.”

**Jason Bernhardt-Lanier, Samaritan Inns:** “Beautiful beyond words! You're a genius and we have a system that makes *everyone* here happy.”

**Michelle Howard, Center for Adoption Support and Education:** “We are very happy with our new web site. Personally, [...] and [...] were a joy to work with and VERY helpful. Thanks for all your help!!!”

**Regina Burge, Projects Manager, Eno Transportation Foundation:** “I would like to compliment you on a wonderful job. I was very impressed with the level of thought you put into this report. It put my mind at ease that you spent such time trying to improve upon the things we discussed. It is very rare that I receive such a comprehensive, detailed, easily read, and well presented report from a consultant. I just wanted to say how happy I am ...”

**Barbara S Floyd, Floyd Company, Inc:** “I just wanted to let you know how much I love the reports being done in the database. That part is very easy and I am thrilled. It will save me a lot of work.”

**Naomi Naierman, President and CEO, American Hospice Foundation:** “We are all thrilled about the website and are grateful for your support and patience. It has been a pleasure working with you and [...]. We felt that we were in good hands from the start and we are very pleased with the results.”

**Susan Wobst, President, Partners for Community Solutions:** “Let me take a moment to let you know that [...] and team are so pleased by the work that your database pro is doing—quick, accurate. We much appreciate the good service.”

**Stacey Holata, Board Member, The Mustard Seed Project:** “The Mustard Seed Project would like to express our sincere gratitude to Fionta [...]. Fionta wrote the Mustard Seed Sponsorship software

program, enabling us to manage our students much more efficiently and delivered the software on time and within our budget.”

**Kathrine Ebert, Program Associate, *St. Mark’s Episcopal Church – Capitol Hill*:** “I sleep so much better at night now that y’all have brought us this far and laid out such a reasonable and useful (and comprehensible for me, the resident un-IT guy!) path into the future. ”

**Howell Rauss, Associate Director, *Sorensen Institute for Political Leadership*:** “Quick note to let you know I LOVE the new database! The more I use it, the more I adore it! Thank you both! Your patience and hard work are greatly appreciated by this user”

**Gina Nocera, *HMS Tri-Region*,** “We are very pleased with your report. Your work is very thorough and exactly what we were looking for.”

**Danielle Walter-Davis, *Good Beginnings Alliance*,** “Excellent competency, professionalism and a real understanding of how to use technology to deliver our mission better. Just a great group. Highly recommended”

**Nancy Nye, Executive Director, *Youth Advocacy Program International*:** “...the work with [...] was excellent. You just keep producing great people. I must find out how you put your team together.”

**Dean Klein, Executive Director, *The Arlington Community Temporary Shelter*:** “I think you all do such great work and I love to give out a strong recommendation for you all.”

**Shelley West, Webmaster, *International Republican Institute*:** “I just want to say again how impressed I was with the presentation of the database. I am thrilled with the benefits of your experience and all the attention to detail.”

**Alfonso Vega Acosta, Operations Analyst, *The Consultative Group to Assist the Poorest*:** “We reviewed your document and it is truly outstanding. Once again you really showed us the high quality of your work and I can only imagine how much effort and time you put in it.”

**Che Tabisola, Research Center Manager, *Human Rights Campaign*:** “... just looking at it [the draft design comments] briefly, it is tremendous. I want to tell you how much I appreciate all the attention to detail here, this level of thought into the user interface is exactly what this project needed.”

**Susan Wobst, Executive Director, *Partners for Community Solution*:** “We are very excited by how the new site looks! You have a wonderful team in all the work you do—[...], [...], and all others!”

**Bonnie Sullivan, Executive Director, *Court-Appointed Special Advocates (CASA) Fairfax*:** “We’re just very fortunate to have someone with your smarts, technical and interpersonal skills. You’re a genuine bargain at Fiontas rates, too.”

**Shawn Beigle, Director of Information Technology, *International Republican Institute*:** “For once in my career (life), I actually feel good about recommending a consultant. You have yourself a great business. Every experience that I’ve had with you and Fionta has been positive, which is a rare and precious thing when working with consultants”

**Danielle Budlong, Director of Business Development, *The National Foundation for Teaching Entrepreneurship*:** “Your pragmatic sense of what the non-profit sector needs technology-wise is incredibly refreshing”

**Katie Wittenberg, Information and Network Manager, Arlington Housing Corporation:** “My experience with your company has been excellent ... doing superior work - and with a pleasant, professional manner as an added plus.”

**Ammie Feijoo, Advocates for Youth:** “I especially loved working with all of you to improve our technology systems over the past year or so. [We] are receiving all the praise from staff, but it is your technical support and hard work that has allowed us to take such leaps and bounds!”

**Megan Stauble, DC Appleseed Center for Law and Justice:** “The assessment looks great”

**Anonymous, International Research and Exchanges Board:** “I have just finished my first read-through of the body of the IT Assessment that Fionta completed last summer. I want to let you both know that I am blown away by the quality of the work. You both deserve enormous credit for vision and hard work in making this happen.”

**Alan Pittinger, Carl Vogel Center:** “I wanted to thank you for your tremendous support, professionalism and just the right amount of personality. You are willing to go beyond just a “pat” job description. We are lucky to have [staff] with your intellect, abilities and professionalism.”

**Domestic Violence Program Director / Doorways for Women and Families:** “Just wanted to share some positive IT feedback. [...] It could not have happened without the great foundation you put in place. ... I just wanted to tell you that [...] is amazing. Thanks for the IT help!”

**Megan Hueter, Membership Director, D.C. Cancer Consortium:** “On a side note - we love what you all are doing for us. Such a huge help! [...] was great at setting everything up effectively, too. At our last Consortium meeting [...] was bragging about your company and what you’re doing for us [...] also bragging about Fionta to all of her friends in the non-profit industry”

**Tom Underwood, COO, American Horticultural Society:** “Just wanted to thank you for your great work on our recent AHS Technology Assessment. I truly believe that your work is going to help us take a much needed leap forward. We tend to be so consumed by the day-to-day demands that it is really hard to devote the necessary time and energy to pressing issues like this. Your involvement brought much needed discipline, focus, and expertise to the process.”

**Norm Thompson, IT / Database Coordinator, Recreational Boating and Fishing Foundation:** “Just wanted to let you know that I was VERY impressed with [...]. We had a productive session yesterday. [He] made some helpful suggestions and picked up very quickly. He’s great at explaining things. I see why your references raved about him”

**Caterina Luppi, NPCA:** “I wish to thank you once more for the great work you’ve done [...] What I heard from everybody were just praises of the quality of your questions, your approach to the problem, and your insight.”

**Steve Grumm, National Association of Law Placement Professionals:** “Just a quick note to say thanks for all of your contributions to the new website. We simply never could have done it without your insights and project management. And what a terrific finished product! Thanks so much.”

**Patricia M. Donnelly, ED, Literacy Council of Northern Virginia:** “You sent over a crack team on Friday – all of them were a joy to work with, and [...], especially, has been very patient and responsive to our needs. Many thanks, Patti”

**E. Renee Ingram, VP, Finance and Administration, *Women Thrive Worldwide*:** "...you have provided tremendous support to this organization."

**Valerie Kunsman, Director of Administration and Training, *Center for Adoption Support and Education*:** "I am so glad that you are working with us - it has been a delight!"

**Susan Wobst, Executive Director, *Partners in Community Service*:** "Thank you for making this a technologically good and improving year for us! That includes the wonderful [...] and [...]."

**Matt Middleman, *Russo Partners*:** "Alexis and I are really impressed with how this is going. [...] is great and even though it's a simple job, we really feel that she is putting a lot of effort and thought into delivering a website that is best for [us]"

**Sam Huskey, Associate Professor and Chair, *University of Oklahoma*:** "I'm writing today to praise [...] for her skills and resourcefulness. I've worked with [...] on a number of issues that we've encountered during implementation of the Society for Classical Studies' services, and I have always had complete confidence in her ability to deliver what we need, often with little notice. She has a pleasant, calm demeanor and the poise that comes from experience and success. Without going into specifics, let's just say that the requirements of the SCS are idiosyncratic, and that they sometimes push against the outer limits of what a content management system can be expected to do. She calmly listens to me and the staff of the SCS, then implements solutions and improvements until we're satisfied. And if something unexpected happens, I know that she'll fix the problem quickly. Another challenging aspect of the SCS is, frankly, having to deal with me. I am an amateur at best when it comes to the technical side of managing an organization's digital presence, and I know enough and have enough access to our server to be dangerous. People like me can be irritating to people like [...], yet she makes me feel that I'm part of the team. She gives advice and encouragement, and she helps me assess what I might be able to do and what is better left to the professionals. If a task falls into the latter category, it's nice to know that she's available to do what needs to be done. In summary, [...] is a real asset to Fionta Corporation. She's one of the reasons I continue to recommend your company."