ZACHARY KRAUSE

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November 16, 2026

To Whom It May Concern:

I am pleased to recommend Jacob Smith for internship and full-time employment opportunities in cybersecurity or information technology. I worked directly with Jacob and helped oversee his work during his 12-month internship with the Cyber Readiness and Resiliency team at St. Luke's Health System in Boise, Idaho, from spring 2026 through spring 2027. Throughout that time, I found Jacob to be dependable, self-motivated, technically capable, and consistently eager to learn.

Jacob made meaningful contributions to our cybersecurity education and awareness program. He reviewed and updated 28 intranet articles and 36 training documents, helping ensure that our materials remained accurate, clear, and useful to employees. He also supported Cybersecurity Awareness Month through supply coordination and by designing and executing an awareness activity, demonstrating strong organization, creativity, and the ability to carry a project from planning through implementation.

Jacob also supported our phishing education efforts by building two phishing simulations, each distributed to more than 20,000 employees. He analyzed phishing emails reported within our internal environment and prepared weekly reports highlighting relevant trends and examples. These reports helped inform the development of our monthly phishing simulations and employee education.

What stood out most was Jacob's response to feedback. As he developed his weekly phishing reports, Jacob consistently applied recommendations for making the information more valuable to our program. He asked thoughtful questions, worked to understand the purpose behind the reporting, and continually improved the quality of his work. His curiosity and willingness to learn were matched by his ability to follow through and produce organized, useful results.

Jacob brought a positive attitude to the team and was highly punctual, professional, and reliable. He worked well independently, sought clarification when appropriate, and approached new responsibilities with enthusiasm. His technical knowledge, attention to detail, and commitment to continuous improvement would make him a strong addition to any cybersecurity or information technology team.

I recommend Jacob without hesitation for future internships or full-time positions. I am confident that he will bring the same initiative, professionalism, and enthusiasm to his next opportunity. Please feel free to contact me if I can provide any additional information.

Sincerely,

Zachary Krause

This recommendation is provided in my personal professional capacity and does not constitute an official endorsement or representation by St. Luke's Health System.