



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, 3^d SUSTAINMENT COMMAND (EXPEDITIONARY)
JOINT BASE BALAD, IRAQ
APO AE 09391

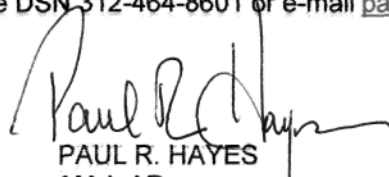
AETV-PA

5 August 2009

MEMORANDUM FOR RECORD

SUBJECT: Letter of Recommendation

1. This memorandum serves as an official letter of recommendation for 1LT Raymond K. Ragan, United States Army.
2. I have had the distinct pleasure of serving with LT Ragan for the past 10 months while his unit was assigned under our headquarters in Iraq. In the performance of my duties as the Public Affairs Officer to a command of over 20,000 personnel, more than 40 public affairs personnel have supported our command since our arrival in June 2008. LT Ragan is head and shoulders the best officer that has served in our office and I would hand-select him should I be called-upon to serve in another combat assignment.
3. Upon arrival in theater, LT Ragan proved his adaptability and competence by standing-up our press desk from scratch. This press desk was the central nervous system of our public affairs operation processing all print and broadcast products from subordinate brigades as well as handling all electronic mail and phone traffic from lower and higher headquarters. LT Ragan called upon his IT experience to build enduring electronic and paper tracking and archival systems to ensure accountability of every piece of data. Since October of 2008, LT Ragan's press desk has received, processed, distributed and archived over 233 gigabytes of information accounting for thousands of photographs, stories, and video destined for public release.
4. LT Ragan is a learner and leader at the same time which is a unique and admirable quality in any occupation. He did not know much about me, our mission, or even public affairs upon his arrival. Initially, he had to quickly learn our mission, adapt to my leadership style, operate within mine and the command's guidance, and teach others under him the same. This proved difficult at times. LT Ragan deftly overcame this initial friction to build a highly competent and efficient team. At the time of his departure, our public affairs office was recognized across Iraq and in the United States as one of the premier operations "downrange." I attribute a lion's share of this success to the efforts of LT Ragan.
5. LT Ragan was recognized not only by me for his abilities and contributions, but also by our command's leadership. When general officers or distinguished visitors traveled to our command, LT Ragan routinely was entrusted to brief these visitors on the command's public affairs mission. Monthly, LT Ragan briefed the commanding general on the results of our public affairs marketing efforts. LT Ragan was also recognized for his efforts by earning the Bronze Star Service Medal. Of the 231 Soldiers in the command receiving end-of-tour awards from the commanding general, LT Ragan was the only Lieutenant recognized with this honor.
6. It was an honor to serve with this officer and he would be an asset to any organization. Should you have any questions please contact me by phone DSN 312-464-8601 or e-mail paul.hayes@us.army.mil.


PAUL R. HAYES
MAJ, AR
Public Affairs Officer