

Lucy Wright Organisational Development and Learning University of the Arts London Direct Line: 020 7514 6297 I.wright@arts.ac.uk

Date: 20 June 2014

Recommendation for Mark Shaw, @markshaw

I have worked with Mark Shaw since January 2012 and I am delighted to be able to recommend him to other organisations.

Mark has worked in partnership with our team at University of the Arts London to develop and deliver Twitter workshops which are both cutting edge and relevant to our business. Mark is highly knowledgeable, a leading expert in Twitter and Social Media and an absolute professional. He has always delivered the workshops to our requirements and has advised us on how to develop our offering in this area.

Mark delivers with high energy and humour, is very likeable and easy to work with. I am pleased that Mark continues to work with us to deliver the following workshops for both staff and students:

Twitter – Build your Creative Enterprise (Beginner workshop)

Twitter – Master Class (Advanced level workshop)

From Twitter Rags to Riches (1 hour talk)

Delegate feedback is always excellent, see examples below:

"Great! Mark taught me lots of advanced techniques to make my time on Twitter much more productive! Very enthusiastic trainer who clearly knows his stuff

"I have a better understanding of how to use Twitter for our business now"

"Great trainer, knows his stuff! Interesting stories and good humour!"

"I will be able to increase the social media profile of our college press and make links to clients/organisations"

I am more than happy for you to contact me should you need any more information.

Yours sincerely

Organisational Development and Learning Co-ordinator

University of the Arts London