

February 24, 2016

To Whom It May Concern:

I am writing to give my highest recommendation to my colleague, Katie Delgado, for a position with your company.

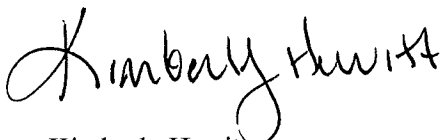
I have known Katie for over three years as a both a colleague and a customer. She is unquestionably one of the most motivated, hard -working, and positive individuals with whom I have had the honor to work with in over 30 years of both private and public sector work. She exhibits outstanding character and work ethic in every aspect of our frequent interactions.

Myself and my technical team collaborate daily with Katie in the management in one of the agency's most complex HR systems called the Learning Management System (LMS). Katie has been able to effectively partner with Department of Enterprise Services (DES), the vendor, agency stakeholders and the Technology Services Division (TSD) technical team to identify and resolve critical and complex issues that are of high visibility to the agency. Katie has an innate understanding of the complex business rules and processes that are inherent to the LMS and uses her superior analysis skills to work towards identification and resolution of issues. Katie is that rare individual who attends to her responsibilities – regardless of complexity – with such fervor, focused attention to detail, and unparalleled customer service that in the end product always far exceeds everyone's expectations. I can plan on Katie to complete every assignment she undertakes to a crescendo of praise from customers, peers, and supervisors alike.

To be perfectly honest, writing a letter of reference for Katie is a simple task. I am delighted at being afforded an opportunity to state unequivocally how significant an asset she has been to me and my team related to the management of the LMS and other projects that her and I have been involved with. Katie would certainly prove the same for any organization savvy enough to hire her. I predict with unfailing certainty she will contribute superior service to you, or any private company or public agency with which she may become associated with.

Katie comes with my heartiest recommendation and deserves your most serious consideration for any position she may apply.

Very respectfully,



Kimberly Hewitt
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Technology Services Division
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