

October 9, 2024

Regarding: Autumn Ossello

To whom it may concern,

I am writing to provide a strong recommendation for Autumn Ossello. I have had the pleasure of working with her over the last few years and have found her to be an absolute delight to work with.

During Autumn's time with us, I have been consistently impressed by her dedication, and commitment to providing excellent customer service and supports for the entire team. In her role as Customer Service Representative, she possesses a thorough knowledge of medical procedures, terminology, and protocols, ensuring accurate documentation and efficient administrative tasks, as well as exceptional skills with process redesign and overall improvements. With her background in computer science, she has streamlined many of our processes to ensure we are achieving the desired outcomes, and while this systems improvement approach is not a responsibility of her role, she took initiative to offer suggestions and solutions where she found opportunities.

Autumn's greatest strengths is her compassionate and empathetic approach when interacting with our customers and her outstanding work ethic. She consistently exhibits a desire to meet the expectations of her roles and responsibilities and continually looks for opportunities to take on more, to ensure the overall responsibilities of the department and organization are met.

Based on my experience working closely with Autumn, I firmly believe she has the necessary skills, knowledge, and character to excel in any role and would be a tremendous asset to any team.

Should you require any further information or wish to discuss Autumn's qualifications in more detail, please do not hesitate to contact me at 707-267-9601.

Sincerely,



Rosemary DenOuden
CEO