

February 6, 2019

To Whom It May Concern:

Amir Hamza worked as a Technical Assistant at the Iowa State University IT Solution Center under my supervision for four semesters including a summer beginning November, 2017.

Over that time, I was consistently impressed with his work ethic, organizational skills as well as his dedication and respectful attitude. He was very instrumental with helping the Solution Center make a cultural change that continues to pay benefits for the entire team to provide exceptional customer service. He contributed an insight with how to organize the enormous amount of knowledge that the Solution Center acquires on a daily basis.

Amir is a very personable individual who works well with other team members. He is very patient and does not over react but stays focused on the task at hand and does what it takes to complete the job. He is able to help other team members become involved so that it becomes a truly team effort.

Without any hesitation I whole heartedly recommend Amir to any company that is considering his employment. If there are any specific questions about Amir's experience and skills, I may be contacted at 515-294-0149 (leave message if no answer) or email bblack1@iastate.edu.

Sincerely,



Brent A. Black
Sr. Customer Success Manager
Iowa State University
IT Solution Center
192 Parks Library
515-294-0149
Bblack1@iastate.edu