## Letter of Recommendation for Ilham Benzina

July 7, 2019

To Whom It May Concern:

It gives me great pleasure to write this letter of recommendation for Ilham Benzina. I have worked closely with Ilham for the last 6 years in Lipper Department at Thomson Reuters Company, where Ilham served first as a Senior Data Analyst and then was promoted to Service Lead, reporting directly to me.

Under my supervision, her responsibilities have included handling Client queries & escalations, providing support and trainings to Client facing staff, representing our department at Quality & Service forums, analyzing Client queries and identifying opportunities to enhance internal processes.

As her direct manager, I can admit that I have been consistently impressed by both Ilham’s attitude towards her work and her performance on the job. Ilham demonstrated an outstanding analytical capability together with action – oriented approach and this unique ability of translating complex things into simple actions. She was very proactive in anticipating potential Client escalations and she was always going above and beyond in addressing Client concerns.

She demonstrated also her leadership skills and naturally step-into my role when I was on a long sick leave. Her commitment, engagement, professionalism has been recognized by all Stakeholders.

In summary, I would recommend her to any other company without hesitation as I am confident that she will be a great asset and will bring a lot of passion and experience to new organization. If you have any questions about Ilham’s capabilities, experience or credentials don’t hesitate to call me at the number below.

Sincerely,

Katarzyna Dziadul

Service & Quality Manager

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