

19 April 2017

To Whom It May Concern:

I hired Roger Hernandez to work on my team, HO Client, in Field Services this past September. Since Roger has joined, he has shown his commitment to excellence and customer service over and over.

Roger saw a large gap in the way our team works certain issues, and found a way to help fill that gap. He reached out to associates on other teams outside of Field Services for guidance, and then brought the problem and a solution to me. Although initially he chose to work on the solution during his spare time, we found quickly that Roger's work in this area could actually help our team meet some of our FYE18 goals. Since then, he has been given as much as needed to completely redesign the Home Office Self Service (HOSS) tool, which will be rolled out to all HO users within the next month. Without Roger's leadership and work on this project, my team would not be as far ahead of every other team in the department as we are.

Roger is an asset to the company, and a strong associate on the team. He has my full support and recommendation for any position he wishes to pursue.

If you need any other information, or have any questions, please feel free to let me know.

Sincerely,

A handwritten signature in black ink that reads "April McClure". The signature is written in a cursive, flowing style. The first name "April" is written in a larger, more prominent script, and the last name "McClure" follows in a similar but slightly smaller script. The signature is set against a light gray rectangular background.

April McClure

Senior Manager, HO Client, Field Services