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Bentonville, AR
June 27, 2017

To Whom it May Concern,

Roger Hernandez works directly for me as a technician on the Home Office Client support desk. He has been a member of the team for 10 months, and in that short time has made an incredible contribution to our team and area. Over the last several months, he was afforded the opportunity to help work on a redesign and re-deployment of a custom in-house customer-facing client support tool, which was successfully rolled out to over 40k workstations. Roger also designed and built a custom web portal that takes customer input and opens an incident in our production Remedy environment.

Roger has shown the ability to design and implement solutions from the ground up, with very basic requirements and input. He has done an excellent job not only in programming the tools that he is working on, but also using accepted design principles to make a functional and pleasing user interface. He has also shown very good instincts when determining what features would make a tool more useful, and then suggesting and implementing those features. Roger has also been the lead technical manager of these projects; including creating and managing workstreams for two interns who take technical and process direction from Roger. He has shown to be very effective both working on his own, and managing the tasks of others contributing to the same project. He also maintains the ability to switch roles back to technician when we need assistance on the team at a moments' notice.

I believe Roger is a great candidate for a programming or web development role. He is able to work effectively with little supervision, and shows a high level of skill in completing complex tasks and projects. He works effectively with others, regardless of their technical background or skill level. He takes feedback very well, and is a good communicator when helping management to understand the particulars of a technical problem or roadblock in order to aid decision making.

Thank you!

Mike Lamb