

David Ushar

Director of Technical Services

SOS Technology Group

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To Whom It May Concern,

I am writing to you in my capacity as the Director of Technical Services at SOS Technology Group to wholeheartedly recommend Artem Lapikura, who served as a Level 2 Technical Analyst in our organization.

During his tenure with us, Artem consistently displayed a high level of professionalism, technical acumen, and an unwavering commitment to excellence. In a role that demanded both technical expertise and customer service skills, Artem excelled remarkably. His ability to manage and resolve complex help desk tickets efficiently made him a valuable asset to our team and our clients, who often commended his clarity in communication and problem-solving skills.

One of Artem's most notable contributions was his leadership in managing the Cyrisma vulnerability scanner project. His role in this project was critical, as it involved intricate aspects of networking, customer support, and cybersecurity. Artem's adeptness in these areas not only enhanced the security posture of our clients but also reinforced our reputation as a trusted Managed Service

Provider (MSP) in the healthcare industry.

Artem's collaborative spirit and ability to work seamlessly with co-workers and clients alike have been exemplary. He possesses a unique blend of technical skills and interpersonal abilities that make him a rare find in the IT field. His departure from our team was a significant loss, and I have no doubt that he will bring the same level of dedication and expertise to any future role he undertakes.

I strongly endorse Artem Lapikura for any technical analyst position and am confident that he will exceed your expectations. Should you require any further information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Ushar', with a stylized flourish at the end.

David Ushar

Director of Technical Services

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