

To whom it may concern,

I had the pleasure to lead Rob Wagner from 2017-2024, beginning as his Technical Support Manager, and then a continuing resource as company structures changed. I have watched him grow over the last 6+ years with MVi, learning new skills quickly as he lifted the team with his can-do, positive attitude, professionalism, and work ethic.

Based on Rob's customer focus, technical aptitude - especially in his technical case notes and communications – as well as taking on special projects for the company, I am writing to wholeheartedly recommend Rob for any of the following roles:

- Technical Writer
- Applications Support Engineer/SaaS Implementations
- Technical Account Manager

During our time together, Rob consistently demonstrated exceptional skills in working with others, and solving problems.

- One of his most notable achievements was When the company needed an update to our Annual Review Form, Rob took on the task and revamped the PDF process with a more robust, online, Forms-based Annual Review process that was then used by the entire company, helping everyone to feel more included, heard, and engaged in their career progress at MVi.

Beyond his technical skills, Rob is a team player who is always willing to go the extra mile. He consistently brings a positive attitude to the workplace and fosters a collaborative environment, contributing to the success of any team he works with.

Sincerely,

Dan Stephenson

Former Technical Support Manager and Professional Services Manager
Millennial Vision, Inc.