

To whom it may concern,

I had the pleasure to work with Rob Wagner at Millennial Vision, Inc. and CDi from 2017-2024, and we collaborated on a few projects together.

Based on Rob's customer focus, technical aptitude - especially in 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:

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

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

- When we partnered on an on-site implementation project, I was able to give Rob instructions on basic setup of software, hardware, and training the customer's teams, while I focused on backend configurations and troubleshooting key issues with the customer. We were able to complete the project on schedule, and with minimal issues in part because Rob listens and follows directions, while pro-actively taking on other tasks to help us complete the project more efficiently.
- Rob also took on the project to revamp the Company's Annual Review process by converting it from a PDF to an online, Forms-based process that was then used by the entire company. It was much smoother, and worked great!

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,

**Paul Bateman**

Business Process Manager  
Millennial Vision, Inc. & CDi