

June 4, 2024

To whom it may concern,

I had the pleasure to participate in the hiring of Rob Wagner in November 2017 and enjoyed watching him grow over the next 6 years with Millennial Vision, Inc. He learned many new skills and lifted the team with his can-do, positive attitude, professionalism, and work ethic.

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 recommend Rob for any of the following roles:

- Technical Writer
- Applications Support Engineer/SaaS Implementations
- Customer Success Manager

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

- When he observed that we only had one specialist to serve our technical hardware vertical, he trained to become a backup and build redundancy in that vertical, strengthening that business offering for our customers.
- One of his notable achievements was when the company needed an update to its Annual Review Form, Rob took on the task and revamped the PDF process with an online, Forms-based Annual Review process that was then used by the entire company, which helped employees to feel more included, heard, and engaged in their career progress.

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

Sincerely,

Bill Poulter

Founder and CEO
Millennial Vision, Inc.