To Whom It May Concern,

I had the pleasure of working with Suraj Sheela last summer when I served as his intern program leader at TaskUs, and I can confidently say he was one of the most driven and team-oriented interns I've worked with.

During the internship, Suraj led the launch of *Byte*, an AI-powered Einstein Chatbot. He built 9 custom Apex Classes- including tools for lead and opportunity creation and performance tracking- that gave sales reps the ability to manage deals independently. His work helped cut down manual data entry by 22% and boosted user engagement by 6%- just during testing.

He also led the integration of over 80,000 records with Einstein AI's Lead and Opportunity Scoring and Pipeline Inspection, improving how the team identified and prioritized leads. His user acceptance testing in Salesforce uncovered 19 critical bugs, helping support over 200 daily users. On top of that, he conducted a thorough comparison of tools like Groove, 6Sense, and Seismic, leading to five smart UI changes that made Salesforce easier and more intuitive for everyone.

What stood out just as much as his technical skills was how Suraj showed up for his team. He's a natural collaborator—always willing to help others, share knowledge, and make the team stronger. He has a great attitude and genuinely lifts the group dynamic with his energy and support.

Suraj is dedicated, hardworking, and a true team player. I have no doubt he'll bring value wherever he goes.

Best,

Emily Creevy

Business Development Executive

214-686-2357

It is my pleasure to provide this letter of recommendation for Suraj Varne Sheela as he seeks employment for future roles. As Suraj's colleague from January 2024 to July 2025 at UNT System, I had the opportunity to work closely with him across a variety of technical and operational responsibilities.

Suraj consistently exceeded expectations. He demonstrated excellent communication skills, a strong customer-first attitude, and a deep curiosity for technical problem solving. With a team of eight Service Desk technicians supporting hundreds of end users across departments, Suraj quickly became a go-to resource — not just for tickets, but for process improvements and tool integrations.

He took initiative beyond standard IT support, contributing meaningfully to CI/CD improvements, ServiceNow optimization, and infrastructure automation efforts. Suraj was quick to pick up on tools such as Jenkins, Terraform, and Ansible, and he independently created testable workflows that improved our deployment reliability and reduced support response times.

Suraj's contributions were also felt in areas like printer systems, hardware/software troubleshooting, and managing hybrid device configurations — all done while collaborating effectively in a fast-paced environment. He brought solutions, not just questions, and frequently volunteered for tasks that required both attention to detail and the ability to learn fast.

In closing, I strongly recommend Suraj for any technical role that values intelligence, drive, and collaboration. He is proactively helpful, technically versatile, and brings value to any cross-functional team. I am confident that he will exceed expectations wherever he goes.

Please feel free to contact me via LinkedIn if you have any questions.

Sincerely,
Reed A. Delgado
IT Support Specialist III
UNT System (January 2024 – July 2025)