

01/04/2024

To whom it may concern,

I am writing to wholeheartedly recommend **Umar** for any future opportunities he may pursue. **Umar** has been an invaluable asset to our team during his tenure as a **Temporary Support Consultant** at Healthengine.

Umar joined our team on the **6th of February** and has since proven himself to be a dedicated and diligent team member. His primary responsibilities included logging onto our phone, ticketing, and live chat queues to provide support to our healthcare practices. **Umar** picked up and ran with the role with rapid pace, and consistently demonstrated a strong commitment to providing great customer service and resolving issues with efficiency. His customer service skills in particular were exemplary, consistently leaving clients satisfied with their interactions - often scoring 10/10 in feedback survey scores.

Beyond his technical abilities, **Umar's** positive attitude and willingness to go above and beyond were truly commendable. He approached every task with enthusiasm and a willingness to learn, making him a pleasure to work with.

While we are sad to see **Umar** leave, we are genuinely excited for him as he embarks on a journey to explore opportunities that align more closely with his career aspirations. We have no doubt that **Umar** will excel in whatever path he chooses to pursue, and we are confident that he will bring the same level of dedication and professionalism to any role he undertakes.

I would highly recommend **Umar** without hesitation. He has been an outstanding member of our team, and I am confident that he will make a positive impact wherever his career takes him. Please feel free to contact me if you require any further information regarding **Umar's** performance during his time at Healthengine.

Warm Regards,



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