



Reference letter of Vinicius Tanigawa

Reference letter of Vinicius Tanigawa who has been working in e-sim since 2017 as Game Operator/Super Game Operator/Game Operator Admin.

E-sim is a global browser strategy internet game which was founded in 2011. The game is played on a huge server with several thousand players who organize virtual countries and compete with each other. We have players from most countries in the world, the game with 6 game servers is translated into 30 languages.

Some of Vinicius Tanigawa's responsibilities are:

- Answering on players' appeals;
- Working on players' reports;
- Investigating different cases according to game laws;
- Monitoring members with lower status and evaluating their work;
- Resolving players' issues via Discord chats, in game messages and e-sim forum in a friendly and pleasant manner;
- Handling complaints, providing appropriate solutions and alternatives.

Vinicius Tanigawa possesses good skills that have enabled him to compose quality correspondence. He also has the analytical skills to diagnose issues and devise viable solutions when necessary. In our industry, every position is a customer service position, so Vinicius Tanigawa constantly seeks to learn more about our game, so that he can help serve our players and mitigate issues as they come up. He is also a quick learner who picks up new procedures and methods with great speed. He is very good at communicating with customers and he is a very kind person.

He is organized, detail-oriented, effective, and committed to getting the job done in order to get the positive player experience. He'd make an excellent addition to your team. I strongly recommend Vinicius Tanigawa to any customer service and any position related to direct or indirect communication with customers.

If you need an addition information regarding recommend Vinicius Tanigawa, please contact me via email office@e-sim.org

Kacper Gorski
Owner of e-sim.org
1 September 2020
Wrocław, Poland

