Dear Professor,

I am writing this letter to recommend Mr. Zheyu Jin to your outstanding graduate program. As the product manager of NexPlayer SDK, I have been working with Mr. Jin for more than one year while Mr. Jin was a software development and international customer support engineer at Nexstreaming.

Mr. Jin showed to me during this time his valuable skills to deal with international customers, not only thanks to his outstanding English level, but also thanks to his open mindset and personal interest to learn more about other cultures and to improve his support performances every day. This aspect was very useful when Mr. Jin was assisting to our customers in Europe and US. As a world leader software supplier in our market segment, this support was the visible front-end of our company and a key success factor.

Also on the technical aspects, Mr. Jin showed the capability to understand quickly the technical problems of the customers and he discussed internally the best way to solve them, since the complexity of the software required different disciplines to be involved. In this sense, team work was also an outstanding capability of Mr. Jin.

During this time, Mr. Jin has worked in a pro-active way when cross-checking the technical satisfaction of the customers and has found always the right tone even in critical situations. These soft-factors helped Mr. Jin to be a valuable member of the team too.

Mr. Jin’s open mindset and technical capabilities will certainly be a plus to your research community. It would be appreciated if Mr. Jin can be admitted to your graduate program.

Best Regards,

Carlos Lucas

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