



September 17, 2017

To Whom It May Concern:

It is my pleasure to write this letter of recommendation for Andreas Bigger.

During the summer of 2017, Andreas worked at Janam as a repair technician in our Global Service & Support team where he was responsible for diagnosing the root cause of technical issues claimed by customers who had returned handheld mobile computers, repairing those devices, testing them and then returning them to customers following proper record keeping and invoicing protocols. During his time with the company, Andreas clearly demonstrated that he would be a valuable asset to any company.

Andreas executed his responsibilities with little supervision and worked diligently to perform repair services quickly and at the highest standards. His role required interaction with customers as well as close communication and coordination with his co-workers, all of which he handled easily and with great composure. His work ethic, quick learning capabilities, computer literacy, and professionalism impressed everyone on our team. Based on his performance and his enthusiasm, I would certainly rank him as one of the best repair technicians we have ever employed.

I hope this gives you a good sense of Andreas' strengths and character. If I can be of any further assistance, or provide you with more information, please do not hesitate to contact me.

Sincerely yours,

A handwritten signature in black ink, appearing to read "H. B. Lerner". The signature is fluid and cursive, with a long horizontal stroke at the end.

Harry B Lerner
CEO