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To whom it may concern:

I'm writing to recommend Alex Cabrales for a position in technical support. Mr. Cabrales worked as an embedded tutor in my Fall 2017 4-unit English 151A course, which was an introductory English writing course for regular students and English as a Second Language (ESL) students at Ohlone College. He attended all class sessions, helped students during class, and maintained his own schedule of regularly meeting students outside (individually and in groups), office hours, and email throughout the semester.

In class, Mr. Cabrales was a pleasure to work with. He was confident from the first day and not afraid of working with new people. For example, there was a student in the class with a learning disability. Before the first class meeting, I talked with him and asked he make a point to reach out to that student, and he was more than willing to help the student. On the first day of class, to my surprise and relief, he and the student knew each other from high school and went on to build a strong relationship that semester. The student frequently asked him for extra help and enjoyed having him as his tutor.

Mr. Cabrales is also a pleasure outside of class. Mr. Cabrales met with me weekly during my office hours to discuss the class, the students, and life. We had some great discussions and some good laughs throughout the semester. Since the class ended, I have engaged him in assisting with grading from time to time. He is always willing to help me grade, works fast, and does a good job.

Based on my observations, Mr. Cabrales is organized, friendly, and patient with students who come from diverse backgrounds and skill levels. He was a great asset to have during the semester, and he continues to be a great asset. I am confident he will perform any technical support duties with a high-level of skill and keenness.

Please contact me if you have any questions.

Best Regards,

Elliot Cragen