



Outgoing № Number/Date

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LETTER OF RECOMMENDATION

To whom it may concern

This is to certify that Mr. Borislav Nikolaev Aleksandrov, worked at SITEL Varna from 23/05/2021 till 06/09/2022 as a Customer Care Advisor.

Mr. Aleksandrov was part of the Customer Service team. The Customer Care Advisor provides customer service support to the customers of SITEL's client and delivers desired Customer Experience by meeting customer satisfaction goals. The person on this position is responsible for ensuring that each and every phone call is assisted promptly and accurately. The advisor captures data in a timely and accurate manner.

Mr. Aleksandrov has participated in all training activities provided for the products, processes and systems of the client. He is capable of working in busy environment, able to cope with stress and remain calm in customer situations. He possesses personal assertiveness and ability to handle customer complaints.

We wish Mr. Aleksandrov the best of luck and success with his further career endeavors!

We will be glad to give further information on demand.

Kind regards,

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