

## Letter of recommendation

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To Whom It May Concern,

I am pleased to write this letter of recommendation for Brady Rogers, who has worked under my supervision at the Student Support Desk at Dakota County Technical College for the past six months. During this time, he has demonstrated exceptional capabilities and an outstanding level of professionalism and knowledge.

Brady has been an invaluable part of our team, primarily responsible for helpdesk support issues including but not limited to password resets, email issues, hardware and software issues, and classroom technology. Brady used keen attention to detail while documenting support issues within the JIRA ticketing system. Brady's ability to manage and execute these responsibilities efficiently has been a significant factor in the smooth operation of our support services.

One of Brady's most commendable strengths is his problem-solving ability. For instance, the other day I was diagnosing a driver issue with a student computer, and I could not figure out why it was not functioning properly after an update. He mentioned a driver rollback, and that worked. This instance exemplifies his ability to think outside the box and come up with solutions that most people would overlook.

Moreover, Brady is a team player who readily helps other staff members and positively contributes to our collaborative environment. He is always eager to take on new challenges and seeks opportunities to expand his knowledge and skills.

Brady's contributions have been highly appreciated, and I am confident that he will bring the same level of enthusiasm and expertise to any future role. I strongly recommend him for any position he chooses to pursue as I am sure he will be an asset to any organization.

Please feel free to contact me at [matthew.gonzales@inverhills.edu](mailto:matthew.gonzales@inverhills.edu) if you require any further information.

Sincerely,

**MATTHEW GONZALES,**

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