

19 April 2023

To whom it may concern.

The NWU I.T Walk-in service employed **Harry de Jong** as a Service desk assistant, to assist with the escalating amount of work that the walk-in service gets at the beginning of every year.

Harry was a great help and had a very positive attitude towards the clients and learning about what we do at the walk-in service.

We employed 5 service desk assistants who as a group were expected to help the senior technicians and each other. Harry very quickly became an integral part of the team and was quick to help clients and fellow team members in a very professional manner.

Of the 5 assistants, Harry showed patience, and competence and was very teachable. He excelled in the job and picked up new methods and ideas very quickly. His fellow team members were quick to ask him for advice even though he himself was still learning. He approaches work with professionalism and had a good sense of humour.

As a team, we were saddened to see him leave and I believe him to be a great asset for any company that would be lucky enough to employ him.

Regards