June 28, 2021

Dear Admissions Director:

It is my great privilege to recommend Carlos Guerra for the University of Miami Master of Public Health program. I have been a pharmacist for 12 years and am currently the Pharmacy Manager for a CVS branch in Doral. I hired Carlos as a pharmacy technician in 2017 and for the next two years worked daily in close proximity to him as his direct supervisor. Carlos is a strong critical thinker, quick learner, and uniquely hard working, all of which combined to make him what all pharmacist need: a problem solver. He also cares deeply for others and dreams big. He is the kind of person you spend your lifetime rooting for.

Carlos won me over from the start. He applied for a pharmacy tech position, and I picked him for an interview after being struck by his intense passion for healthcare. He was dressed like someone applying for the most important job of their life, leapt out of his chair to stand for me as I walked over, and thanked me for meeting him twice before I could even manage a hello. I could tell that he wasn’t here just for a job, he was following his passion. I hired him on the spot.

Carlos proved me right by passing his certification test then being the ideal tech that every pharmacist wants. He first had to pass the state pharmacy technician certification test. He studied non-stop for a month and worked so hard that I paid for his final fees personally. A 70% is needed to be certified, he scored a perfect 100%. Once certified he got to work and quickly became my most reliable tech. He stayed late whenever needed. He developed methods of doing his tasks faster and more effectively. He frequently worked the night shift until midnight with me, which is where he really shined. From 8pm on, he and I would be the only two working at the only pharmacy open in the Doral area and it frequently got chaotic. A process designed around teams of four – one pharmacist and three techs- had to function as two. Mistakes are easily made in these conditions - people with forged scripts would even seek out the skeleton crew shifts to make their attempt. Carlos managed to go full-speed and help every patient while being vigilant and maintaining full quality assurance with his work.

Above all else, you should know Carlos’s greatest strength: empathy. He went out of his way to show kindness to people, especially those who needed it most. His big heart struggled with patients who couldn’t afford their medicine and day after day I saw him coming to work with coupons he’d found on his own time to help these patients. He recognized patients who didn’t have IDs and every time came to ask me for a manager override to help them. I cannot think of a quality more essential for public health professionals than this.

I enthusiastically recommend Carlos and am confident that his commitment to serving others along with his intelligence and work ethic will lead him to success at UM and beyond. We need more people like Carlos in public health and you would be doing our community a great favor by giving him this opportunity. Please feel free to contact me if you have any questions.

Sincerely,

Donna Conrad