To whom it may concern;  
I am pleased to write a letter of recommendation/letter of personal and professional character for Catherine Hilton as she prepares her future career in software development.  
Catherine and I have worked together over four years at Amazon RIC2, with one year as me having a supervisory role. Catherine was a pleasure to work with and I could rely on her to accomplish what was asked of her.   
As a company Ambassador, Catherine has trained several hundred new employees. She has excellent communication skills and is able to make personal connections with people from a variety of different backgrounds. Catherine was my “go-to” Ambassador when I needed someone urgently or when I needed an Ambassador for difficult situations. For example, it is not uncommon for associates in need of a retrain to be agitated and often difficult to work with. Catherine displayed patience, tact, and compassion under these situations.   
Catherine is a top-notch problem solver for the Pick department. She is able to work independently under pressure and solve problems using both her research skills as well as her critical thinking skills. Catherine went above and beyond to assist our associates as well as ensuring that customers received their orders in a timely manner. In addition, she has creative ideas aimed at improving logistic processes at Amazon. One of her ideas involving a change in the Pick UI (scanner UI) is under review by Senior Operation managers at RIC2, and if approved, could be implemented world-wide.   
For her hard-work ethic, reliability, critical thinking skills, and creativity, I highly recommend Catherine as an excellent addition to your company.

Kent Watson

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Data Analyst, Amazon Ric2