

Professional References

References	
Reference	Contact
Kirk Theriault Assistant Store Manager, Sears	Danvers, MA 01923 (781) 367-0624
Louis Santos Store Manager, Sears	Peabody, MA 01960 (978) 210-1353

Kirk Theriault

Devin is a rare find as an asset to any organization that requires great analytical thinking skills in conjunction with equally great customer service skills. He solves problems quickly and does equally well on his own, within a team, or managing a team.

He was our Precinct Lead, a key part of our success as a team, while we were the #1 Precinct in our district (out of 14) as well as top 50 in company out of 800+ for all months he was employed under me at Best Buy/Geek Squad. He achieved this by working with the team as a whole developing detailed winning strategies that were customer focused and built on teamwork to drive results. During his time with our team we were #1 district wide in the Boston District in overall services sold, #1 in productivity per hour, and #1 in profitability while remaining top 2 at all times in customer service. This is in addition to Devin's ability to see the strengths in others and the ability to recognize those strengths while giving both constructive feedback, and praise, where it was needed. This helped the efforts of the team as a whole in all metrics.

He is highly engaged in actively seeking feedback from customers, clients, leadership and coworkers alike. He is very humble, personable, has a strong positive outlook at all times. He can, as well, see any situation through eyes of others to determine the best outcome for all parties involved. These are just a few of Devin's strengths, among many others, which make him the great asset he is to any organization. Please feel free to contact me for additional information regarding Devin's consideration for any field of employment.

Louis Santos

I have known Devin Gleason Lambert for the better part of the last 5 years. I first met Devin in the course of his initial interview for a technical position at Best Buy in Danvers, Ma. At the time I was the Sales and Services manager at that location. Devin presented at once enthusiastically and professionally. I was taken immediately by Devin's very genuine inquisitiveness about the position for which he applied. Devin answered questions intelligently and asked thoughtful and relevant questions. Needless to say, Devin I wasted no time in adding Devin to our team.

Once at Best Buy, Devin made an immediate impact. Devin's capacity to manage a very process oriented learning curve while simultaneously providing exemplary customer service was remarkable. His customers and his peers took notice. Within a short period Devin began asking to take on added responsibility. He was subsequently asked to take the lead with his peers in organizing our work order system. Devin worked extremely hard and made a well balanced connection with his peers exercising influence without authority.

Devin's ambition coupled with his even temperament and scrupulous approach, in my opinion, are the qualities that set Devin apart from a typically homogeneous pool applicants. Devin was a tremendous asset to the team which i managed, and i have absolutely no doubt that he will make the same meaningful impact with whatever group he is a part of in the future.