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Kim Mizono-Scott
IS Operations Administrator III
San Francisco Municipal Transportation Agency
1 South Van Ness
San Francisco, CA 94103

To Whom It May Concern

I have known Etop Udo for the past year while he has worked as a Public Service Trainee in the IT/Helpdesk department for San Francisco Municipal Transportation Agency. I have been impressed by his performance on the job.

Over the time that I have known Mr. Udo, he has shown his ability and competence to complete daily tasks as well as take on new challenges on a regular basis. He has excellent time management skills and is very dependable. His ability to remain focused and calm during minor crisis showed that he can work well under pressure.

Mr. Udo possesses strong research skills which has enabled him to diagnose problems and devise viable solutions very quickly. He is very comfortable working in an environment that has a wide variety of software and system configurations. He has the ability to handle multiple calls and correspond with clients in a professional manner.

I recommend him for employment without reservation. Please let me know if you need further information.

Kim Mizono-Scott
IS Operations Administrator III/Tier 1 Supervisor
SFMTA - San Francisco Municipal Transportation Agency
1 South Van Ness Avenue
415.579.9797
kim.mizono-scott@sfmta.com