

May 9, 2019

To Whom It May Concern:

**Subject: Reference for Ian Grenier**

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As Ian Grenier's colleague at Parkland County for over a year, I've benefitted from his creative problem-solving, tireless work ethic and willingness to do whatever it takes to provide excellent, timely customer service.

Ian is a valued member of the IT service desk and has a very positive reputation at Parkland County for being able to build relationships and take a genuine interest in whatever he is tasked with. Beyond providing exceptional front-line support, Ian has shown an interest and strength in assisting when possible on IT projects. For example, Ian took the lead on an internal project to develop and communicate an effective strategy for the service desk. The results of this project were well received by the Executive team and Ian was praised for his creativity and ability to strategize at a level not normally seen of a service desk employee.

Ian is reliable, dedicated and eternally upbeat and his ability to calm frustrated customers is unparalleled. He multitasks effectively and can handle a high-volume workload.

Ian would be a tremendous asset to your organization and I recommend him without reservation. If you have any further questions, please do not hesitate to contact me.

Sincerely,

Christy Parker, PMP  
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