

January 17, 2019

To Whom It May Concern:

**Subject: Reference for Ian Grenier**

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I am delighted to write this letter of recommendation for Ian Grenier.

I have known Ian for over 2 years. He joined the IT team in 2017 as a member of the service desk to assist with operational projects and front-line support. Ian quickly exceeded all expectations beyond his original role, showcasing huge strengths in customer service, technical ability, and learning the business of municipal government. He became a huge asset to our team in a very short amount of time.

Ian takes on tasks with enthusiasm and positivity. I received great feedback from our end users on his customer service and he was able to learn our complex environment rapidly. I had no hesitation having him on the front lines and being the face of IT. His communication skills are top-notch, and he will face any conflicts head on with professionalism and respect.

In the fall of 2018, Ian was challenged with taking the IT service desk to another level by developing a strategy around reporting, ticket follow-up, effective communication, and increasing overall end-user satisfaction. Ian completed this task with little supervision and delivered an exceptional presentation to senior management.

Ian is organized, motivated, and fully engaged in his role. He will make your organization a better place once he is a part of it.

I enthusiastically recommend him to your organization without reservation. You won't be disappointed.

Please feel free to contact me at any time about this incredible person.

Yours truly,

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