

Giacomo Lorenzi

From: [REDACTED]
Sent: 18 July 2023 13:21
To: Giacomo Lorenzi
Subject: placement reference

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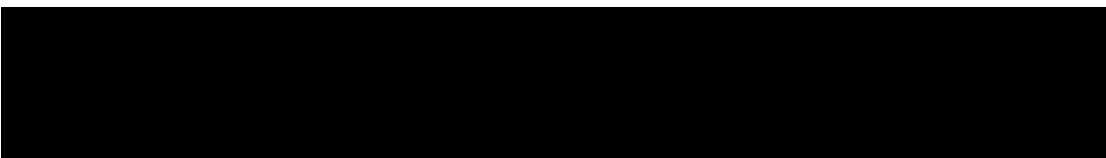
Since Joining us in September 2022, Giacomo has excelled in all areas of his student placement practises.

Despite Giacomo only being with us for a short space of time, I consider him one of the most knowledgeable members of the Service Desk and I regularly seek support from him in dealing with complex incidents.

Giacomo is recognised across the division as being reliable, enthusiastic and hard working. He is focused, logical and consistently thorough in all areas of his work and has been praised by Senior Management for his output and his impressive ability to learn new skills quickly. Giacomo has a very approachable nature and a willingness to help others. He is an asset to our team.

He has been, and will continue to be involved in projects outside of his normal Service Desk duties for the remainder of his time with us. This is for his own experience and development but also as a sought out and preferred collaborator as he is confident in presenting his own ideas, as well as being dependable and having the ability to thrive when working under pressure and commit to deadlines.

I believe that Giacomo will succeed in all of his future studies and has a very promising career ahead. I would be thrilled for him to one day re-join us as a permanent member of staff if the opportunity would arise.



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