



Brooklyn Public Library
10 Grand Army Plaza
Brooklyn, NY 11238

October 2, 2017

Dear Recruitment team,

I am writing this letter to recommend Mr. Magfur Hasan Jafory for the Technology Resource Specialist position at the Spring Creek branch. I met Mr. Jafory at the Cypress Hills library during my regular visits to the branch. Mr. Jafory exhibits outstanding customer service to the community at Cypress Hills. He is friendly, professional and served as a great supplement during the time our branch was without a TRS. Mr. Jafory has helped many patrons in the form of one-one support ranging from resume help to troubleshooting the kiosk and helping users navigate the internet.

Mr. Jafory has become very familiar with the branch, the community and the staff. The staff has also expressed their appreciation of Mr. Jafory on various occasions. What impresses me most about Mr. Jafory is his willingness and his motivation to help staff and patrons at all times. Mr. Jafory assisted me and a librarian with the set up and logistics of the ConnectED hotspot program.

From my observations, I can see that Mr. Jafory will be a valuable addition to Brooklyn Public Library as a Technology Resource Specialist. His skills, strong technical competencies and his excellent initiative towards customer service are all qualities we look for in TRS staff. I highly recommend, Mr. Jafory be considered for the Technology Resource Specialist position at the Spring Creek branch. Feel free to contact me for more information or how I can be of any further assistance.

Thank you,

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