

Recommendation letter

Recommendation for Kiona Hutchins

Dear Hiring Manager:

I was initially impressed with Kiona's enthusiasm, communication skills, and professional demeanor when she joined my team as a customer service representative at Rogers Communications. I am delighted to be writing this letter of recommendation.

During the four and a half years Kiona reported to me, she consistently demonstrated all of these qualities and more, and I heartily endorse her for any customer service position.

Kiona is reliable, dedicated, and brings a positive energy to any conversation. Her ability to calm angry or frustrated customers is unparalleled, and it is because of her excellence in this area that she was asked by her peers many times for assistance on their calls.

Kiona multitasks effectively and is able to handle a high-volume workload. She consistently met many weekly/monthly call center metrics (including customer satisfaction, and revenue metrics).

Organized and diligent, Kiona quickly learned technology systems and software that were unfamiliar to her when she first started with Rogers. She was able to quickly pick up any new systems and processes and apply it to her role.

Kiona is a good performing customer service professional. I wish her all the best in her future endeavours.

Sincerely,

Kayla Ritchie
Team Manager
Rogers Communications
289-980-3406