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To Whom It May Concern,

I am writing to provide a reference for **Hideto Matsuu**, who has worked as a Software Product Support Engineer at AVEVA for 14 years. During their time with us, Hideto has consistently demonstrated the qualities and skills that make them an invaluable asset to our team.

A Software Product Support Engineer's role is critical to the success of our company, as it involves diagnosing and resolving technical issues, providing timely and effective support to customers, and ensuring that our software products run smoothly. Hideto has excelled in these responsibilities, handling a high level of daily case load with efficiency and expertise.

Hideto is known for their hard work and conscientious approach to their duties. They have a strong work ethic, often going above and beyond to ensure that customer issues are resolved promptly and satisfactorily. Their loyalty to the company is evident in their consistent performance and dedication to their role.

Customer service is a key aspect of a Product Support Engineer's responsibilities, and Hideto has consistently provided excellent support to our clients, ensuring a positive experience even in challenging situations.

In addition to their technical skills and customer service abilities, Hideto is also an excellent team player. They work well with colleagues across different departments, always willing to lend a hand and share their knowledge. Their positive attitude and willingness to collaborate have made them a well-respected and integral part of our team.

In conclusion, I highly recommend Hideto for any position that they may pursue. Their hard work, conscientiousness, loyalty, and ability to manage a high volume of work with excellent customer service and teamwork make them an outstanding candidate for any role in software product support.

Please feel free to contact me if you require any further information.



Sincerely,
Raymond Grobler
Senior Manager, Technical Support, Oceania
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