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Nicholas Bair

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Recommendations for **TECHNICAL SUPPORT II at APAC Customer Services**

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Dennis Mau, Technical Services Manager, APAC Customer Services (colleague)
managed you

"To whom it may concern: I am pleased to write this letter of recommendation for Nick Bair. Nick worked for me in the Technical Services Department at APAC Customer Services for 3 years in Wichita KS. He began here as IT Technical Support II and continued to serve with increasing skill in that capacity. During Nick's service with us I interacted frequently with him and depended on him. He's very reliable for project completion and hitting targeted dates, goal oriented as well as a team player, Nick was always punctual, yet easygoing. He was keenly devoted to his work, but being a real people person, he was also enjoyable to be around. Nick demonstrated from early on in his tenure with APAC that he understood what our business is all about. He was well organized and thrived under adversity. He kept a sharp eye on the bottom line, but realized too that customer satisfaction is what makes or breaks your business. I suppose doing well in business is easy, as he was, driven in equal measure by both quality and efficiency. I was particularly impressed with Nick's ability to help reduce IT downtime in our Wichita Call Center compared to previous technicians employed with us by nearly 50%! I would like to be very clear about why Nick is no longer with us. Nick is available only because of the cost cutting occurring here. We hated to lose him, but it was unavoidable. In closing, let me say I have no hesitation in recommending Nick Bair for any technical position in information technology. I feel confident he would be an asset to your organization. Sincerely, Dennis Mau" *July 25, 2007*

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