

To Whom It May Concern,

I am pleased to provide this letter of recommendation for Pam Courter, with whom I worked closely for over 20 years. During that time, she proved herself to be a highly capable professional and a dependable, valued member of our team.

Pam worked in a fast-paced call center environment where priorities change quickly and solutions must be delivered efficiently, often without extended development or testing cycles. She consistently demonstrated strong troubleshooting skills and an ability to find practical, creative solutions when faced with challenges. She was particularly effective at adapting tools and reports to meet changing client needs, often under tight timelines.

One of Pam's greatest strengths is her ability to work effectively both as part of a team and independently. She takes ownership of the work assigned to her and can be relied upon to move projects forward proactively, without the need for close supervision or micromanagement. When given responsibility, Pam approaches her work with accountability, focus, and follow-through, ensuring tasks are completed thoughtfully and correctly.

Pam's departure from our company was due solely to financial circumstances and in no way reflects her performance or dedication. After more than two decades of service, making this decision was extremely difficult.

I am sincerely grateful for the opportunity to have worked with Pam and can say with confidence that she would be an asset to any organization. I recommend her without reservation and believe she will bring the same sense of responsibility, adaptability, and commitment to her future role.

Please feel free to contact me if you require additional information.

Sincerely,

Johanna Jorgenson
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