

27th March 2017

Our Ref: HR/030317

TO WHOM IT MAY CONCERN

RE: DANIEL KIOKO

Daniel Kioko was engaged by MTN Business as a Customer Support Engineer Intern from 25th January to 24th March 2017 He reported to the Team Leader, Service Delivery during this period. His collective responsibility revolved around;

- Provided Networks/Customer Service support on queries
- Configuring MTN Customers on IP PBX & VoIP Installation
- Assisted in the setting up of Video Conferencing equipment
- Operation of both Solar winds MMS and Sage Pastel Evolution
- Trouble shooting of fiber link
- Provided client site support through call and site visits.

Daniel performed these duties competently, with commitment and enthusiasm. He demonstrated the ability to work under pressure and meet tight deadlines. He exhibited strong interpersonal and communication skills allowed and thus developed good working relationship with his colleagues and customers.

We highly recommend him for employment. Should you require any further information, do not hesitate to contact the undersigned.

Yours sincerely,

Felister Sakwera

Manager, Human Resources.