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Dear Hiring Manager,

It is my great pleasure to recommend Sara Sosa as she strives to fill this open position within your organization. During my time at Liberty Software as their implementation manager, Sara was a direct report of mine for 4 years as a software trainer. During our time, Sara was able to progress in the company from an entry level software trainer all the way up to a regional lead over our Midwest region. This forward trajectory that Sara experienced was due to her hard work and dedication to putting her team over individual accomplishments. I have seen firsthand how Sara has developed as a model employee and leader amongst her peers.

Sara was able to improve her time management skills during her time at Liberty. She has been given several tight deadlines to meet with different projects during the 2020-2021 calendar years which she constantly delivered on while continuing her normal duties and outstanding service to her team and our customers. For example, I asked her to design a new and more thorough installation guide to help the new hires that we were onboarding at an exponential rate while she was on the road 100% of the time performing client installs and trainings. I gave her this task because not only did I know she could complete the task as desired, but she would also add in different scenarios a software trainer might encounter during an install. This type of information is invaluable to new hires and experienced software trainers alike. The new installation guide was a success and helped a lot of our new hires come on board more quickly than they would have with the old documentation.

Sara has also made great strides on her delegation skills during my time with her. Like most of us, we sometimes believe it is easier to take on different duties and responsibilities all by ourselves. This was the case for Sara in her earlier years with the company. As time progressed and Sara was given more job responsibilities, she was able to properly delegate appropriate tasks to her Midwest team and other peers within the company. She always had that special knack to assign a task to the right person to get the job done correctly and on time. This empowered her own Midwest team with a sense of pride since they were directly making an impact on their team and the company as a whole.

During Sara's time at Liberty, I was able to observe her take her technical skills to the next level. The job of a software trainer also included installing workstations, printers, POS systems, credit card terminals, and other workstation peripherals. Sara was one of our stronger technical leads with our hardware equipment installations. She also improved her networking skills and her ability to work with bigger more sophisticated IT departments in hospitals and health clinics. She also had to setup multiple interfaces with different robotic devices, IVR systems, and third party software platforms within the

Liberty Software pharmacy management system suite. This involved the proper amount of technical prowess as well as the ability to work with the vendors to work through any issues that arose.

I cannot speak on behalf of Sara without mentioning her leadership skills. As I mentioned, Sara progressed within the company to be the Midwest regional lead where 4 other software trainers relied upon her for leadership and instruction among other things. This role required Sara to be the main point of contact for resolution for the entire Midwest team whether it be about a training topic or how to install a specific program or piece of equipment. She was also in charge of making the individuals feel a part of the team which she did based on my own observations as well as positive comments from her team that I would receive. Under Sara's leadership, we were able to see an increased output in the number of successful implementations based on customer satisfaction surveys that were conducted beginning at the 30-day post implementation date. The other software trainers in her region were all able to reach lead software trainer status before any other region in the company. That goal in and of itself was a testament to the job she was doing.

In conclusion, I could not give my vote of confidence in any other individual that I worked with at Liberty Software more than I could Sara. She would be a fine addition to any team.