**Mark Strother, Tech Support Analyst at Fanatics, 01/05/2024**

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I highly recommend Victor Liriano Luis for the Tech Support Analyst position. In their time at Fanatics, Victor Liriano has consistently demonstrated excellent technical skills, efficient problem-solving, and a strong commitment to customer service.

At Fanatics, Victor A. Liriano Luis demonstrated exceptional problem-solving skills and a commitment to customer service. Faced with a critical network issue impacting users, he quickly identified and addressed device-specific problems. Through clear communication and proactive troubleshooting, Victor efficiently resolved the technical challenge, ensuring a positive user experience.

Additionally, Victor Liriano is bilingual, fluent in Spanish/English, enhancing their ability to communicate effectively with a diverse user base.

I believe Victor Liriano Luis will be a valuable asset to your tech support team. Please feel free to contact me for further information.

Sincerely,

**Mark Strother, Tech Support Analyst at Fanatics**