**William Wiley, Supv Supp Tech at Fanatics, 01/05/2024**

**Email: wwiley@fanatics.com**

I am pleased to recommend Victor Liriano Luis for the Tech Support Analyst position. Victor Liriano has been an integral part of our tech support team at Fanatics for 7 months. Their technical expertise, efficient issue resolution, and dedication to exceptional customer service make them a standout candidate.

During a critical system outage, Victor Liriano demonstrated exceptional problem-solving skills by swiftly identifying the root cause. They coordinated with cross-functional teams to implement a solution, minimizing downtime and ensuring uninterrupted service for our clients. This proactive approach, coupled with their clear communication and dedication, showcased their commitment to delivering top-notch customer service even under high-pressure situations.

I am confident that Victor Liriano will bring valuable skills, a positive attitude, and language versatility to your tech support team. Please feel free to contact me for further information.

Sincerely,

**William Wiley, Supv Supp Tech at Fanatics**