



CITY OF HOUSTON

Sylvester Turner

Mayor

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To whom it may concern:

I am delighted to provide this letter of recommendation for Zayed Rahman, who has been an exceptional asset during his internship in the Mayor's Office of Innovation. As the Chief Innovation Officer for the City of Houston, I have had the pleasure of closely supervising Zayed and observing his growth and contribution to our team and the community. Throughout his tenure with us, Zayed has exhibited outstanding dedication, enthusiasm, and an eagerness to learn. He has consistently displayed a genuine passion for innovation and a strong desire to make a positive impact on our city.

One of Zayed's most significant strengths is his ability to adapt swiftly to new challenges and grasp complex concepts with ease. Whether it was conducting research on innovative solutions for municipal solid waste services, analyzing data to improve the customer experience, or walking the process with frontline employees, Zayed has consistently demonstrated an impressive aptitude for handling diverse tasks with proficiency and finesse.

Zayed played a vital role in streamlining our 311 call center processes for solid waste concerns, which resulted in reduced response times and improved user experience. Additionally, his exceptional communication skills and collaborative nature have been instrumental in fostering strong working relationships within our team and with external partners.

In conclusion, I wholeheartedly endorse Zayed Rahman for any opportunities he may seek in his future endeavors. His exceptional skills, dedication, and genuine passion for learning make him a valuable asset to any organization. I have no doubt he will continue to excel and make a positive impact wherever he goes.

Please do not hesitate to reach out to me if you require any further information or elaboration regarding Zayed's contributions during their internship. Thank you for considering my recommendation.

Sincerely,

Jesse Bounds
Jesse Bounds

Chief Innovation Officer, City of Houston