November 27, 2017

Denver, CO

Re: Elena Cuomo, Reference for Excellence

Dear Elena,

Please present this letter as a reference from me whenever you seek employment in the future. I am happy to have the opportunity to endorse you both as a thoughtful person and as an outstanding employee.

While working on our customer onboarding team here at Fare Harbor, you demonstrated consistency in good judgment, dependable follow through, and proactive analytical skills. Our sales and customer service teams benefitted from your ability to anticipate and to take appropriate action without being directed.

Customers enjoyed your can-do attitude and the fact that you made the effort to learn their unique business needs and accommodate each of those, specifically.

Elena, you took it upon yourself to become an expert on the Fare Harbor platform. In our conversations I noticed you were determined to help our customers see the opportunities to improve profits by maximizing what we could do for them. I know you made a decision to say “yes” whenever Fare Harbor asked you. As a result, you managed many competing demands for your attention with grace. During acquisitions, you seamlessly pivoted from one set of tasks to another. As we hired and trained dozens of people, you stood out as a leader; you took on challenging accounts and you communicated consistently.

You’re an astute critical thinker and a congenial team player and customer care provider – a unique trio of attributes.

I look forward to seeing you grow and watching your career blossom.

Sincerely,

Larry Hester