Letter of recommendation

I would like to highly suggest **Mr. Mykola** [redacted], who was working with **Image Recording Solutions** as a **Junior Technical Support Engineer**. While serving one of our strategic customers, Mykola always displayed an odd mix of professionalism, comprehension, and initiative that distinguished him from the start.

Mykola soon became the default team member when problems occurred - not only because he was able to find solutions, but also due to the way he interacted with people and during pressure situations. His interpersonal skills, particularly his communication skills, were outstanding. He had a remarkable ability to deconstruct complex problems into easily understandable, simple terms, such that our internal teams and external stakeholders felt confident and informed at crunch time. His follow-up and level headedness during pressures always added up to improve the delivery of service and confidence within our support operation.

Specifically, Mykola was provided many examples of encouragement by the senior managers, directors, team leaders, and organizational stakeholders of the client. They continuously commended his active help, cooperative mindset, and promptness as high standards of care by the customers he served himself.

I would strongly recommend Mykola for any organization that values high performance, interpersonal intelligence, and consistent delivery. He is a value addition who enhances the quality and consistency of any team he joins.

Best regards,

Michał Pereświet-Sołtan Jr.

Chief Operating Officer

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