

To Whom It May Concern,

This letter is my personal recommendation for Jason Grubb. I have been his immediate supervisor for over a year. In that time he has excelled in learning all levels of troubleshooting our wireless network for which we were lacking, in the past, from our technical support department. He showed great interest in learning the different aspects of the wireless network itself that include traffic flow patterns, receive and transmit levels, bandwidth limiting and troubleshooting individual customer connections.

He has also been an asset in our technical support department. We implemented several of his ideas that streamlined call volume, call flow and call times. This allowed us to minimize the amount of personnel needed to support our technical support department by 25%. He analyzed the calls that came into the phone system, for what reason they were calling and then what department they needed to go to. Rather than all calls going into the same queue, we created a phone tree to allow customers to route to the proper department. This reduced the amount of calls that the technical support department were required to field. We also reduced the amount of time spent with customers, on a technical support call, by training the staff on the most common issues that arise and resolve them quickly. This small change resulted in a 30% reduction of call time with customers. I attribute most of these improvements to ideas directly from Jason wanting to improve the customer experience and to the bottom line of the company.

As an individual, he exhibited strong communication skills with our customers as well as our staff. Our technical support team work in a high stress environment and the position requires patience, understanding and an ability to navigate through a conversation with a customer, to the root of a problem, quickly. Jason was able to perform these duties with ease and also, have the drive to learn more than what was required of him.

I highly recommend Jason Grubb for employment. I am confident that he would surpass any expectations that were placed on him because he is driven and understands the importance of his place within a company and its need for growth while keeping operating costs down.

Sid Arnold  
Director of Wireless  
Brainstorm internet