

October 8, 2010

To Whom It May Concern:

It is with pleasure I recommend to you my business associate Clay King. In my time as President of Hybrid IT Solutions I have worked closely with Clay as one of his supervisors.

As a Technical Support Specialist Clay has managed the day to day operation of our IT tools and acted as the first line of support to our customers. His attention to detail and determination to see to it that our customer's IT problems are handled as quickly as possible has helped build our company's great reputation. He has consistently proven that our customer's needs are his first and foremost concern.

As we are a smaller company Clay has been asked to perform a variety of duties on a day to day basis; from helping our current customers and building a database of prospective customers for our sales team to approach; to making sure the reports we receive from our Field Technicians are forwarded to the appropriate employee so invoices are processed as efficiently as possible. He has shown great ability to prioritize and multi-task; as well as balance a variety of duties simultaneously.

Clay has a passion for technology as well as customer service. He can relate to a wide variety of people and our customers have given nothing but positive feedback about their dealings with him. He has a natural ability to explain rather technical subjects in terms that the person he is speaking with can easily understand.

He has helped us stay organized as our company grows and is able to efficiently sort out discrepancies that may arise. A particular situation comes to mind where a customer had some questions on invoices they had received. Clay sorted through the invoices and the notes he had received from the technician and was able to explain to us where the misunderstanding occurred; which allowed us to come to an agreement with the customer. This was invaluable as it saved our relationship with the customer and his knowledge of the situation made it rather simple for him to sort out what might have taken another employee considerably longer to understand.

I could supply you with more examples such as this but will instead say that I really do appreciate his contribution to our team and highly respect him. It disappoints me that we are not currently able to offer Clay more and risk losing him.

I would without reservation recommend Clay to you. He would be a great asset to any company.

Sincerely,



Michael Barrett
President
Hybrid IT Solutions

