



September 4, 2018

To Whom It May Concern:

**Subject: Reference Letter – Jonathan DaCosta**

I am pleased to write this reference letter on behalf of Jonathan DaCosta, who served as an IT intern at Carolinas College of Health Sciences this past summer. I'm very impressed with his initiative and problem solving skills. I also noticed that Jonathan demonstrated daily that he understands the value of customer service and goes out of his way to make every interaction, no matter the client, a productive and satisfying experience.

I serve in an administrative support role for our college leadership and program faculty. As a "super user" of our network, when I call on IT for help I'm typically under deadline and working on multiple projects. I need someone to be able to assess problems and fix them quickly. Jonathan proved time and again that he can be counted on to deliver effective and timely IT support.

Jonathan is an active listener with an approachable manner and good sense of humor. These skills along with his technical expertise helped move progress forward and help to diffuse often stressful situations, leading to more effective results. Before leaving to go back to school, Jonathan also developed some SOP's and tutorials for us to use as quick reference guides. We appreciate the time he took to create them as they have been a helpful resource.

Jonathan is a competent, reliable and respectful IT specialist. I believe that he will be an asset to any organization or department and I encourage you to give him your fullest consideration. Should you need any additional information, please don't hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads 'Michelle C. Webb'.

Michelle C. Webb  
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