



April 17, 1997

Dear Prospective Employer:

Erick Bentancourt has been employed by Expert Software as a Product Support Specialist for roughly three years. During this time, Erick has been instrumental in developing and carrying out various projects that have resulted in more efficient operations within the department.

He coordinates the maintenance of our knowledge database of problem issues and frequently asked questions. This has not been an easy task, considering that we are a software company that offers support on over 100 titles, plus all previous versions of those titles. The number of Expert titles makes our knowledge database essential to the smooth operation of the department. Erick's eye for detail and his organization and technical skills have played a major role in the increased level of service that we offer our customers.

His communication skills are top notch. He offers courteous and prompt service on each and every call. It seems easy for him to relay technical information to users who are new to computers. A task that many find difficult. It is often that the information may come across in a patronizing or in a less than patient manner. Erick, on the other hand, is able to easily speak to users of any level with great success.

Erick, is a real team player who is highly respected by both his peers and superiors. He possesses all the skills necessary to supervise personnel and often fills in for the Technical Services Supervisor. His dedication has been a definite asset to our company.

Sincerely,

A handwritten signature in blue ink that reads "Marsha M. Radosevich".

Marsha M. Radosevich
Customer Service Manager