

Brandon Lind

CEO

Cavalier Technology Group

5321 Memorial Hwy

Tampa, Florida 33634

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To Whom It May Concern,

I am writing to highly recommend **Edoardo Degl'Innocenti** for any opportunity in the field of IT support or technical services. Edoardo has served as a **Tier 1 Support Technician** at Cavalier Technology Group, and during his time with us, he has proven to be a capable, dependable, and resourceful team member.

From day one, Edoardo demonstrated a strong understanding of troubleshooting methodologies, customer service etiquette, and a genuine eagerness to learn. He handled incoming support tickets with professionalism and urgency, consistently delivering timely resolutions to our clients. Whether remotely resolving workstation issues or assisting with on-site setups, Edoardo brought a level of care and precision that is essential in this line of work.

Beyond his technical skills, what stands out most about Edoardo is his attitude. He is courteous, proactive, and always ready to take on new challenges. His ability to communicate clearly with both clients and colleagues makes him an asset in any team-oriented environment.

I am confident that Edoardo will continue to grow in his IT career and would be a valuable addition to any organization. Please feel free to contact me directly if you have any questions.

Sincerely,

Brandon Lind

CEO

Cavalier Technology Group