

Re : Piera Lanzarotti

To Whom it may concern

Piera worked for IT Support within Adecco from February until September 2006. During her time here I found Piera to be an excellent employee and one whom many of our customers wrote to me about, advising me of the excellent service she had provided them with.

Piera was involved in the day-to-day IT support of our head office and branch network, a role which she excelled in. She was extremely customer-focused, ensuring that issues logged were managed through to resolution and that customers were kept informed of progress at all times. She has an excellent telephone manner and a great sense of responsibility and ownership. Her problem determination skills are excellent and her ability to seek out the solution is again, excellent. When a problem occurs she is tenacious and determined to find the route cause of the issue so that this can be addressed on a permanent basis.

Piera also assisted in the training of new employees within IT Support and created several support and training documents for use in the resolution of customers' calls, this assisted the team in achieving our Key Performance Indicators which are :

First Time Fix	70%
Average Answer time	45 Seconds
Average Call Time	5:00 Minutes

Piera is an excellent employee and one that I would re-employ if the opportunity arose. As a contractor, she provides an example I would like others to follow.



Mark Green  
IT Support Teamleader

  
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