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To whom it may concern

PIERA LANZAROTTI

My reference for Piera Lanzarotti is based on the time between 1995-1998 when she provided on-site support to the Post Office Group Centre. During that time I was Head of Strategy Development for The Post Office.

Piera combined her technical expertise with an excellent approach to customers. Rather than simply reacting to problems, she was able to anticipate issues and guide unwary users such as myself away from them. This meant that we spent less time fixing faults and more time working normally. I found Piera to be very flexible in her response to issues, with the sense that each problem and each user was being treated individually.

As well as desktide support, Piera was also responsible for producing a newsletter on behalf of PPL. This was full of helpful suggestions for getting the most out of the PC and avoiding the pitfalls that could occur. Different issues would focus on a specific area or application, such as Lotus Notes or Microsoft Word. Possibly the best evidence of the success of this publication is that I still have, and refer to my copies, and can point to these as the single most important contribution to my move from inept user of a PC to one who can at least gain some of the advantages available.

I would readily commend Piera to any prospective employer.

A handwritten signature in black ink, appearing to read "Jonathan Cawthra".

Jonathan Cawthra
Communications Director