



Jack Cameron worked as one of my direct reports for eighteen months. His primary tasks included the creation of knowledgebase articles and efficiency improvements for a call heavy help desk catering to novice users. This task was given to him with a simple guideline: give the technicians tools to improve their job performance and resolve calls quicker.

He took this task quite seriously, applying superior organization skills and focus to building a robust knowledge base and becoming a ready resource for the technical staff. He worked closely with our Tier 2 teams to design documentation for their various releases and provided editing services for the development staff.

Any task that I presented, he tackled and resolved quickly. Any challenges he faced, he made me aware of them right away with a plan to resolve them. I came to rely on his dependability, his qualifications and his research skills daily. His efforts greatly enhanced my reports and helped me make business cases to various parts of the company as we went about our support work.

I would unreservedly recommend Jack Cameron for any position that he may apply for. His passion, integrity and experience make him an invaluable member of our team. Though he may have reached the limits of his position on our IT Service Desk, I firmly believe that given the chance to excel, he will do so and provide the highest level of service. That's just how he operates.

Thank you for your time,

A handwritten signature in blue ink, appearing to read "RHazelton", written over a light blue horizontal line.

Robert Hazelton

Manager of Service Support

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