

Naresh Samlal
6301 Kaplan University Avenue
Ft. Lauderdale, FL 33309
July 5, 2011

To whom it may concern:

Kaplan Higher Education employed Brad Ainslie as a full time Desktop Support Engineer. For more than 2 years, Brad ensured the highest levels of customer satisfaction and issue resolution for all employees he serviced.

Brad is a sound technical individual that was focused on getting the job done correctly and as soon as possible. His focus on customer service is superior. He was constantly in search of ways to improve his service delivery. Brad demonstrated initiative, and on many occasions, positioned himself for opportunities to take on new responsibilities.

Brad's refreshing work ethic made him a pleasure to work with and someone that could be considered reliable and responsible. He is a consummate professional that works well with remote and local team mates and management. His value would be immediately apparent as he has all of the qualities of a technical superstar.

If you would like more information about Brad, I can be reached at (954) 610-6866

Sincerely,

A handwritten signature in black ink, appearing to read 'Naresh Samlal', written in a cursive style.

Naresh Samlal
Senior Manager, Desktop Operations