

10<sup>th</sup> September 2014

To Whom It May Concern:

I can confirm that Miriam Puig was employed by FC Business Intelligence Ltd as a Customer Services Representative from November 2013 to September 2014.

Miriam's overall responsibility was to support our customers including billing and collections, handling inbound customer emails and calls, dealing with daily administration tasks.

The position required interaction with the clients, as well as the ability to liaise between different departments. Success was dependant on strong communication and interpersonal skills.

Miriam is an excellent employee. She is extremely organized, has great attention to details, can work independently the same as work within the team and is able to follow through to ensure that the job gets done.

I find Miriam to be a hard working and trustworthy individual who was always well mannered and willing to learn something new when called upon.

I would happily re-employ Miriam as I consider her to be a valuable member of the team, who consistently achieved good results and delivers all expectations.

I have no doubt she will be a great asset to your organisation.

If you have any further questions regarding her employment with us, please do not hesitate to contact me on the number below.

Kind regards,

Marina Drummond  
Head of Customer Services  
FC Business Intelligence Ltd.



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