

Richard Starrett
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Britnell Ventures
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Letter of Recommendation for Tergel Saikhanbayar, Customer Care Rep. Britnell Ventures

To Whom It May Concern,

I am writing to recommend Tergel Saikhanbayar, who has been a Customer Care Representative at Britnell Ventures for the past year. As her manager, I have had the pleasure of working closely with Tergel and have seen firsthand her dedication, skills, and professionalism. In her role, Tergel has been responsible for taking orders over the phone, email, and chat, ensuring accurate entry into Shopify, and providing prompt and informative responses to customer inquiries. She also facilitates third-party billing, coordinating with billing entities and resolving any discrepancies. Additionally, Tergel handles customer complaints professionally, maintains up-to-date records, and collaborates with various departments to ensure seamless order processing and customer satisfaction.

She consistently demonstrates a remarkable ability to quickly learn and adapt to new tasks and projects. She approaches each new challenge with enthusiasm and a proactive mindset, often mastering new processes and tools faster than expected. This adaptability not only enhances her performance but also sets a positive example for her colleagues, making her an invaluable asset to the team.

One of Tergel's notable accomplishments was successfully collecting outstanding payments from our governmental third-party payee. She demonstrated exceptional persistence and communication skills in this task, ultimately recovering over \$24,000 in overdue payments.

In conclusion, I highly recommend Tergel for any position she has applied to. She will be a valuable addition to any team, and I am confident that her future employers will greatly benefit from her contributions.

Please feel free to contact me at +1-905-467-6505 or richard@britnell.com if you need any further information.

Sincerely,

Richard Starrett

A handwritten signature in black ink that reads "Richard Starrett". The signature is written in a cursive, slightly stylized font.

