

Date: 02/02/2023

To Whom it may concern,

Kasey has supported the Fort Worth brewery (550 users) from an end user computing perspective from July 2020 until September 2021. She was a key resource in ensuring that we upgraded 150 laptops from Win7 to Win10 within an expedited period to reduce our IT risk exposure.

She is competent in incident and request management using Service Now and is excellent in developing How to Guides that allow users to help themselves with requests and problems they are experiencing thereby decreasing their reliance on IT to get their work done. She is also incredibly good at using the Office 365 environment in delivering support services and creating solutions within this environment such as data capture forms and feedback tools.

I often gave her high level requirements or a problem to solve and I sat back and watched in amazement as she went about researching the solution, developing a test or thin slice as proof of concept to gain approval and then rolling out and executing the solution to the delight of her customers.

I have always received excellent feedback from her customers on her fantastic customer service and problem-solving abilities. As a face of the IT department and in engaging with our users, she has been an impressive ambassador for us.

She is a pleasure to work with, takes instructions well and will follow-up on outstanding issues without having to be reminded. She is a go getter and is willing to learn and develop herself in areas that will add value to her customers.

As such Kasey will make a difference and be a success in any environment that she works in, and I will certainly employ her again given the opportunity

Sincerely,
Thanesh Marimuthu
Brewery Systems Manager
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