

To whom it may concern:

Tamara Lindemann is an exemplary employee and colleague, whom I had the pleasure to work with for 13 years. Her skills are widespread and her business knowledge is evident in her everyday actions, communications and decisions.

Tamara wore many hats as a Performance Improvement Analyst for LaSalle Bank's contact centers. In this position she provided consultative support focused on achieving service excellence, increased revenues and improved operational efficiencies. She is an excellent trainer, mentor and coach.

Holding a position of project related issues in our business unit, Tamara liaised between business leaders and frontline employees to create and support several procedures and practices involving: training and development curricula design and facilitation, communications, technical support and design, and performance improvement.

Tamara would be an absolute asset to any organization, as her many years of experience coupled with her educational background and her strong drive to succeed would undoubtedly add value.

Kind regards,

Connie Jolly