

October 1, 2009

To whom it may concern,

I have had the opportunity of working with Tamara Lindemann for over 10 years as a Quality Analyst in a call center environment within the banking industry. Tamara's work ethic was always exemplary. She was an exceptional training facilitator that focused on detailed processes that integrated with the computer based learning tools. Tamara was a reliable and knowledgeable resource as a subject matter expert in user requirements gathering and user acceptance testing. Her detailed and logical approach to learning made her a valuable member of our project team.

As a Project Manager, I have always valued Tamara's knowledge of the call center's processes and procedures and I knew that I could count on her to provide the vital support needed to implement any new or enhanced system. I would recommend Tamara Lindeman for any Instructional Design or Training position. She would be a knowledgeable and reliable asset to any business.

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