


To Whom it May Concern,

11-18-13

I was fortunate to work with Katharina Eddins for part of our season at ProService. She worked here for a few months processing customer service calls in our customer care center. Here are the positive attributes she brought to the team:

- Good customer service. She was polite in guiding callers through their options.
- Translation services for our German materials. She did a good job recommending changes to our website and marketing materials for our German customers.
- Help in interviewing other German candidates. She verified the quality of other German candidates we were hiring by speaking with them in German.

Please call me if you have any questions.

A handwritten signature in black ink, appearing to read 'Mark Goin', written in a cursive style.

Mark Goin

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