

Email
jessica.turner@brighthorizons.com

Phone
(512) 555-7845

From

Jessica L. Turner

Operations Manager

To Whom It May Concern,

I am writing to enthusiastically recommend Sarah M. Taylor as she transitions her career from customer service into the field of project management.

Having worked with Sarah for five years as her direct supervisor at Bright Horizons Enterprises, I have seen her exceptional skills, professionalism, and dedication, all of which make her an ideal candidate for success in this new professional direction.

Sarah consistently demonstrated excellent organizational skills, problem-solving abilities, and adaptability in her role as a Customer Service Team Lead. For example, she successfully implemented a new scheduling system that streamlined workflows and reduced employee downtime by 15%.

One of Sarah's greatest strengths is her ability to manage multiple priorities while maintaining a calm and solutions-oriented mindset. During a high-pressure company initiative last year, Sarah coordinated between departments to resolve technical and logistical challenges, ensuring we met a tight deadline.

In preparation for her transition, Sarah has proactively completed coursework in Agile methodologies and earned her CAPM certification from the Project Management Institute.

It has been a privilege to witness Sarah's development and accomplishments over the years. I highly recommend her for any opportunities in this area and am happy to provide additional details if needed.

Sincerely,

Jessica L. Turner