May 01,2016

Hiring Manger:

**Subject: Reference Letter – Brandon Turner**

I am very pleased to write this letter of reference on behalf of Brandon Turner in my capacity as Trainer and worker for ITC – Bank of the West Help Desk. Bank of the West is a recent start-up Help Desk that Brandon Turner was a major contributor to its success. We have met and surpasses our client’s support requests. The Help Desk that specializes in providing hosting, networking and software support to the corporate sector. Overall Brandon Turner is a skilled, thoughtful, and thoroughly professional Information Technology expert, which I will briefly elaborate on below.

I have known Brandon Turner as a key employee during this start up project. I first got to know him when he helped us develop a software system as trainer at the Help Desk for Bank of the West. On that project I was impressed by his initiative and his thirst for knowledge. He also showed strong analytical and problem solving skills. His expertise in SCCM, Active Directory and Help Desk resolutions was invaluable to our team. He is a proven leader and took initiative to train others with less experience with Field support, server support, and Help Desk resolutions.

I have always been impressed by his outstanding diligence and his high level of technical expertise. Not only is Brandon Turner highly intelligent; he also is very hard-working. He has tackled every project assigned to him with enthusiasm and competence. He invariably understands exactly what a project is all about from the outset, and how to get it done quickly and effectively. He consistently produces superior quality work, on time. He has constantly proven work quality by being on the highest percentage resolution in daily stats. He consistently receives appreciation emails from end users. In my estimation, Brandon is a true example of the type of employee that every employer wants: accountable and responsible, with a superior work ethic and a high degree of integrity.

In closing, I recommend Brandon Turner highly for any position in the IT field that involves complexity and creativity, with high quality requirements. He is an exceptionally bright and hardworking person who will do his very best to do an outstanding job for whomever he works. If I may be of further assistant with regard to Brandon , please call me at 402-905-1738.

Sincerely,

**Deborah Ekeler**,  **Service Desk Engineer**  | ITC Infotech – Bank of the West

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