

Dear Sir/Madam,

RE: LETTER OF REFERENCE FOR MARITZA FRANCIS

I am pleased to recommend Maritza Francis, who has served as an On the Job Trainee within the ICT Department at Cipriani College of Labour and Cooperative Studies for the past two years. As ICT Manager, I have worked with her directly throughout that period and can speak with confidence to both the standard of her work and the manner in which she conducts herself.

Maritza joined us as IT support for a pilot programme run in conjunction with the College. She handled that assignment so capably that we brought her onto the wider ICT team, where her effect on the quality of support we deliver to our stakeholders was felt almost immediately. Requests were resolved properly the first time, and users came away confident that their concerns had been taken seriously.

Her technical ability is sound. She diagnoses faults methodically, documents her work, and knows when a matter should be escalated rather than guessed at. What distinguishes her, however, is how she deals with people. Stakeholders across the organisation have consistently praised her patience, her clarity, and her willingness to explain technical matters in terms that make sense to a non-technical audience. Feedback of that kind is not something we receive often, and in her case it has been constant.

Perhaps the strongest measure of her value is that the department she originally supported continued to call on her long after she moved to the ICT team. Those requests went well beyond routine technical assistance. Colleagues sought her input on analysis and operational planning, drawing on her understanding of how their systems and daily workflows actually functioned in practice. To be asked back in that way, by people who no longer had any claim on her time, says a great deal about the trust she earned.

Maritza is reliable, professional, and a genuine pleasure to work alongside. I recommend her without reservation and have no doubt that she will be an asset to any organisation fortunate enough to secure her. Should you require any further information, please do not hesitate to contact me.

Yours sincerely,

Antonio Armstrong

Group IT Manager

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