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To Whom It May Concern:

This is a letter of recommendation for Brooke Wolfe, who assisted Coldwater Creek's Technical Service Desk as part of a cross-training initiative brought about by our company. The task requirements including answering phones, updating our technical database, troubleshooting various technical issues on a proprietary software package, and monitoring web servers and network status. Brooke demonstrated an excellent grasp of the technical aspects of the job and, because of her other training, proved to be confident when handling internal customer issues. We very much appreciated her assistance with us.

Sincerely,



Jeremie J. Morgenthaler
Support Specialist for Coldwater Creek