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To Whom It May Concern:

I am the Field Readiness Manager for Services Latam at Microsoft and have worked with the company for seventeen years working from the Panama office. I am currently in charge of delivering readiness plans and understanding the learning priorities in the field for a team of 75 Sales professionals spread-out in Latin America in more than 14 countries.

I am writing this letter of reference for Maria Eugenia Perez who has been working with me for the past 2 years in Services. Maria has worked as a Service inside Sales Operation manager and she has been in charge of executing the readiness plan for the Services inside Representatives (SISRs) among other duties.

She has demonstrated to be a very collaborative and positive person, someone that goes above and beyond the boundaries to get the job done, always willing to do her best to provide the maximum support to the SISRs.

She has acted proactively and creatively to give even more than what has been expected and created as a readiness road map to the SISRs, taking different approaches and initiatives to enhance the sales capabilities of the her team. She has managed from the inception, to the execution and launch of the readiness communications, measuring the consumption metrics and following closely with the SISRs one by one to assure completion of the readiness plan.

She has demonstrated excellent management skills and has driven the improvement of our Sales team members, which together helped us increase our sales performance and sales growth, as a result of her influencing and execution capabilities. Through all the endeavors, she has great attention to detail and demonstrated strong cross-group collaboration skills.

As you can tell, I think very highly of Maria and believe she would be an asset to any organization. If you have any further questions, please do not hesitate to contact me.

A handwritten signature in black ink, appearing to read "Jose Castrellon".

Jose Castrellon

Latam Services- Field Readiness Manager

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