

# Support Experience Evaluation

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Position: [Your Position]

Company: [Your Company]

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Dear [Recipient Name],

I am writing to provide an evaluation of [Employee's Name] regarding their support experience during their tenure at [Company Name].

[Employee's Name] has consistently demonstrated a high level of expertise in handling customer inquiries, resolving issues efficiently, and providing exceptional service. Their ability to communicate effectively and empathize with clients has been instrumental in fostering a positive relationship with our customers.

Throughout their time with us, [Employee's Name] has achieved the following:

- Successfully managed [number] of support tickets per week.
- Achieved a customer satisfaction rating of [rating %].
- Participated in regular training sessions to stay updated on product knowledge.

Overall, [Employee's Name] has proven to be a valuable asset to our support team, and I fully support their continued development within the organization.

Please feel free to contact me if you require further details or specific examples of their contributions.

Sincerely,

[Your Name]

[Your Contact Information]