To whom it may concern,

I’ll keep this message brief in order to make sure I don’t short-change the level of recommendation I’m making for Aoife Buggy.

The reason I’m recommending Aoife is not because she’s stellar at her day-to day work (which she certainly excels in), but because of her initiative, self-development, technical aptitude and expertise and ability to create cross-functional partnerships. In her time with CareerBuilder, Aoife has been an integral part of the EMEA markets, starting as a Client Support Specialist before being promoted twice in less than two years! Here are just a few of Aoife’s accomplishments:

* Took on the enormous effort of creating, designing and implementing various video services across the European marketplace in order to aid in automation and client self-service. This is the perfect example of taking initiative to identify a gap in the marketplace, come up with a solution and execute on it. She managed to teach herself how to develop the content, while partnering with internal stakeholders in order to execute on a meaningful strategy.
* Helped launch, ‘Customer Success,’ in the French market, which was a daily collaboration with our Paris office and French customers to proactively design a strategy to enable our customers to improve their ROI. Thanks in part to Aoife’s efforts, French customers renewed at 15% higher rates YOY because of the initiative Aoife took to design a sound customer experience process.
* Since moving into more of a technical role, has partnered with multiple sales offices in order to explain the benefits of automation, and work with them to develop automated solutions for their customer base that historically required manual work.

While I’m personally sad Aoife is exploring options elsewhere, I couldn’t be happier for her personally and would expect nothing but excellence from her in the future.

With this, I can’t possibly speak highly enough of Aoife, her character, performance, and work ethic and would hire her back in a heartbeat. If you have any reservations at all in moving forward with Aoife, please call or e-mail me so I can convince you otherwise. She will be a tremendous asset to your organization.

Kind regards,

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