

To whom it may concern,

I am pleased to write this letter of recommendation for Gaetan Longree. I have had the pleasure of working with Gaetan in the past, initially as his teammate in the TAC SDA team, and for the past two years, as his Technical Leader at Cisco. During this time, Gaetan has consistently delivered high-quality work and demonstrated outstanding achievements. For example, he consistently manages his work backlog effectively, providing thorough documentation with detailed problem analysis and clear next steps. He takes full ownership of his cases, driving them to resolution and ensuring that nothing is left unanswered or unaddressed for the customer. It is also worth noting that Gaetan participated as a speaker at the Cisco Live's Technical Solutions Clinic, where he addressed customers' queries about the SD-Access Solution. This is a remarkable achievement, showcasing his expertise and dedication to the company's success.

Gaetan consistently demonstrates a strong work ethic, teamwork, and problem-solving skills. He has created multiple labs for the team to use for issue reproduction, documented them thoroughly, and keeps them well-maintained. When escalations occur, he continues to drive the case forward, contributing as much as possible and collaborating with all the stakeholders. He is also very customer-focused, always going the extra mile to ensure excellent service and satisfaction.

Besides his technical skills, Gaetan is a natural collaborator and a go-to person on the team. He is highly valued by colleagues for sharing his knowledge, leading by example, and supporting the team. He brings a positive attitude to the workplace, fostering an environment of trust and mutual respect.

I have no doubt that Gaetan will bring the same level of dedication, professionalism, and passion to any role or opportunity, and that he will excel in his future endeavors.

Gaetan would be an invaluable asset to any team, and I give my strongest recommendation for him in any role he pursues.

If you require any further information, please do not hesitate to contact me.

Sincerely,

Ingrid Belosa
Customer Delivery Engineering Technical Leader