



Karen Kroll
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Re: Recommendation for Kim E. Lee

To Whom It May Concern:

I was initially impressed with Kim Lee's enthusiasm, communication skills and professional demeanor when she started as an intern with Katnap Designs & Marketing, Ltd. in July 2006. During the last two years, Kim has consistently demonstrated all of these qualities and more, and I heartily endorse her for any upper level position in your Company as she would truly be an asset.

Kim is reliable, dedicated and eternally upbeat. Her ability to take charge, organize and work calmly with new and established clientele and co-workers is unparalleled. Because of Kim's ability to multitask effectively and handle a high-volume workload, Kim became my right-hand in the day to day operations and was promoted to National Production Director in August 2007.

Of particular value to me is Kim's team player mind-set, enthusiastic embrace of change, ability to work with minimal to no supervision and unwavering commitment to exceeding customer expectations. I regularly receive unsolicited praise from clientele commending Kim's outstanding level of service, professionalism and follow-through.

Organized and diligent, Kim quickly learned the necessary in-house software and the online vendor systems that were unfamiliar to her when she first joined KDM. She also attends optional professional-development seminars offered through the company. She is currently attending classes for Graphic Design through evening classes at Front Range Community College as well as attending various Advertising & Marketing seminars.

Kim is a hardworking, top-performing in customer service and a true professional in her field. She has my highest recommendation, and I am happy to furnish more details if you would like additional information.

Sincerely,

A handwritten signature in blue ink, which appears to read 'Karen Kroll', is written over a light blue, wavy background that matches the top of the page.

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