

Letter of Reference

Maastricht, 19th of January 2015

Selfservice Company hereby declares that Joycelyn Harris, born on 15th of January 1977, was employed with us as Content Editor since 21st of October 2013 until 19th of January 2015 in part-time employment for 24 to 32 hours a week.

SelfService Company is an organization that provides online customer service assistance to large corporations and multinationals in the Netherlands, Germany, UK, USA, Canada and France. It produces and maintains 'virtual agents' that operate to provide customers with answers to queries on products and services.

As a Content Editor, Joycelyn's role revolves around creating rules that pick up on keywords so that the end user may receive a useful and supportive answer to their question.

Having worked for the company for 1 year and 3 months, Joycelyn has proved herself to be a reliable, dedicated and independently working employee. The nature of the service the company provides means we are in regular contact with our clients, and with this Joycelyn was given responsibilities to prepare files to send to clients and interpret files received from clients in order to improve the quality of our service. Furthermore, Joycelyn was an asset to the team by improving existing processes and contributing her own knowledge to the benefit of the team. Joycelyn is an committed and attentive person, who is quick and willing to learn new skills.

To conclude, I feel that Joycelyn would be an asset for any team and she has been a pleasure to work with.

Yours Faithfully,

Marie-Jeanne Verstraelen
HR Advisor
SelfService Company

THE SELFSERVICE COMPANY

110 RANDWYCKSINGEL 35
6229EG MAASTRICHT
+31(0)43 3470712