



To Whom It May Concern,

I am writing to recommend Ariadne Haske, who served as a valued member of our Expert Care National HTTS (High Touch Technical Support) team. I have been Ariadne's direct leader for the past five months but have worked with her in support of the ECN HTTS team since May 2024. During her tenure, Ariadne demonstrated unwavering dedication, technical skill, and adaptability—qualities that greatly benefited our organization and our customers.

Ariadne initially joined our team to provide after-hours support. She was one of two engineers who supported our full portfolio during the after-hours shift. In this demanding role, she consistently delivered responsive and effective solutions, often under high-pressure circumstances. Ariadne's technical expertise and customer-centric approach were evident in every interaction, and she quickly became a reliable point of contact.

Ariadne later transitioned to our daytime support team, where she expanded her focus to include wireless and SD-WAN technologies, demonstrating her commitment to continuous learning and her versatility as an engineer. Her willingness to embrace change and take on additional responsibilities was a testament to her positive attitude and strong work ethic.

Unfortunately, Ariadne's recent departure was the result of a difficult business decision that was not made lightly. I want to emphasize that her separation was in no way related to her performance or conduct, both of which were exemplary throughout her time with us.

I am incredibly grateful for Ariadne's support, professionalism, and dedication to our team, and I am confident that she will bring the same level of commitment and excellence to any future role.

Should you require any additional information, please feel free to contact me. I fully support Ariadne's future endeavors and wish her every success.

Sincerely,

Stephanie Segovia Green
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