

## SUPPORT SOLUTIONS (CONSULTING) PTY LTD

A.C.N. 055 734 800

Suite 1, 21 Hunter Street • Hornsby NSW Australia 2077 • Phone 61 2 9482 8844 • Fax 61 2 9482 8811 • www.support.com.au

1 December 1997

### To Whom It May Concern

It is my pleasure to write this letter as a reference for Victoria Sublette. Victoria was employed from June 1995 until November 1997 as a Support Analyst in the Optus Communications Support Centre.

Her main role was to provide a single point of contact for all IT and phone related problems for internal Optus Staff and to ensure the problems were attended to and resolved to the satisfaction of the Customer.

Victoria excelled in the highly complex environment comprising of over 200 systems and around 7500 internal staff. Her excellent communication skills allowed her to liaise with people at all levels of the organisation. Victoria has an excellent phone manner which combined with her terrific listening skills, natural enthusiasm and cheerful personality, quickly put our callers at ease. Victoria also showed great commitment to our callers by always being personally accountable for all problems and often went beyond the call of duty to ensure that the problems were resolved in a timely manner and to the satisfaction of the customer. I believe she epitomises the term "Customer Service".

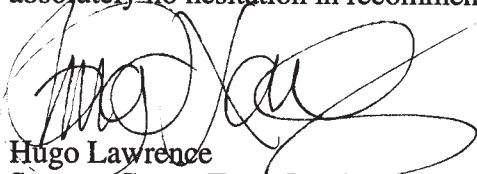
Victoria's people skills were also put into use in a newly created training position. In this role she was responsible for updating all documentation within the Support Centre, training of new recruits and training of other Support Groups in the use of the Quantum call logging system.

Once again, Victoria adapted to her new role with remarkable aplomb. She showed terrific initiative and innovativeness to establish a new training program for new recruits. Victoria's technical writing and design skills quickly allowed her to produce some very professional documentation to be used as reference material by the new recruits. Her training skills, natural enthusiasm and cheerful personality complimented her documentation and this resulted in a much smoother and quicker transition period for new recruits as they moved out of the training phase.

Victoria also developed a training program and accompanying documentation for training external Support Groups in the use of the Quantum logging system. Victoria conducted both "hands-on" sessions and theoretical training sessions and this resulted in a user community that was far better educated in how to use Quantum. Her enthusiasm and professional nature again shone through and this was often reflected in the compliments and thanks received from those attending her courses.

When Victoria took on the training position, the training program and documentation was fairly haphazard but it is a credit to her that she managed to establish such an excellent program. Victoria always conducted herself in an extremely professional manner and could always be relied up on to ensure that any task that was assigned to her, would be completed on time and be of the highest quality.

I would like to take this opportunity to thank Victoria for all her hard work and terrific contributions to the Support Centre during her time here. I am extremely sorry to see Victoria leave and I sincerely wish her all the very best in her future endeavours. I have absolutely no hesitation in recommending her to any future employer.

A handwritten signature in black ink, appearing to read 'Hugo Lawrence', written over a circular stamp or watermark.

Hugo Lawrence  
Support Centre Team Leader (Optus Communications)