

October 6, 2011

### Recommendation for Karen Spence

Karen Spence and I worked in different departments of GTE Internetworking. Karen worked in the provisioning area, while my team measured usage for capacity planning and billing. Karen became a liaison to our team, explaining the provisioning process and helping to resolve discrepancies. Karen's participation was critical to correcting and maintaining our reporting and billing objectives.

Karen used her technical expertise and interpersonal skills to coordinate investigation and resolution of business processes. We discovered that some internal processes were different than we thought, and that customer services were occasionally set up incorrectly. Resolution of these problems improved customer satisfaction, improved our efficiency, and captured many thousands of dollars in previously missed revenue.

The skills Karen exhibited in helping my team are essential for success in any customer service relationship and analysis of business processes. She quickly grasps the goals and technical concepts involved, identifies disconnects and weaknesses, and pro-actively works with the relevant personnel to find and implement effective improvements. This results in happy customers, productive teams, and profitable company operation. Everyone involved benefits from Karen's enthusiasm, consideration and ingenuity.

I recommend Karen for any position involving business analysis, technology, and customer satisfaction assurance. I am now retired, but were I still working, I would want Karen on my team. I kept in touch with Karen since our time at GTE, and her various endeavors since then confirm the experience my team had, that she is an important asset in assuring success.

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