

To Whom It May Concern,

I am writing to highly recommend Seth Arvila for a position within your organization. I am fully confident that, whatever the position, organization, or industry, Seth will be an asset to you and will succeed in his role. Having worked with Seth for over three years now, the last two of which he served in a management role in our group, I have been able to see a level of maturity, dedication, intelligence, ingenuity, and confidence that still impresses me every day. He has taken on leadership roles inside our organization and has proven himself again and again, earning the respect and trust of everybody who has worked with him. He has consistently exceeded expectations, proving himself to be a highly dedicated, responsible, and capable professional.

The management of our entire student employee team, which consists of about a dozen student technicians, is one of his core tasks and competencies. Upon his promotion, he quickly earned the trust of the other technicians through his leadership by example, becoming a mentor to many of them. He handles large and small projects with equal efficiency and dedication, ensuring that daily tasks are completed to the highest level of excellence and effectively managing large projects, no matter how complex and involved. A good example of such a project is the creation of a self-guided online teaching course on the technology in our classroom aimed at our faculty. This project had long been requested by our customers, but without Seth's dedication to take on this project and see it through to its completion, it may have never become a reality. The project was highly complex, included instructional design elements, content development and creating, as well as communication and collaboration with numerous technical experts. Thanks to Seth, we are now able to more effectively manage our training needs and provide resources to the campus community that will improve research and teaching activity at North Dakota State University.

His ability to effectively communicate with his team and stakeholders, anticipate needs, and resolve issues efficiently has been critical to the success of our group. He has shown exceptional leadership in training new student employees and maintaining seamless coordination with HR, always ensuring timely management of all human resource aspects and addressing any workplace concerns. He always provides outstanding customer service to faculty and staff and ensures that this level of service is maintained by every member of his staff.

Seth's technical expertise and problem-solving skills are evident in his work troubleshooting and resolving technical issues in our instrumented classrooms and computer labs. Whether it is analyzing and resolving technical problems, testing equipment functionality, or the installation of classroom technology, Seth's attention to detail and commitment to quality have been invaluable to our work. He is also highly proficient in managing software installations and performing remote maintenance tasks on campus computers.

Moreover, Seth consistently goes above and beyond in ensuring that the technology infrastructure at NDSU remains reliable and functional. His willingness to tackle special tasks demonstrates his proactive approach and his dedication to supporting the needs of the team, no matter how big or small the task may be. Seth has a remarkable ability to juggle multiple responsibilities while maintaining a positive attitude and an unwavering commitment to

excellence. His work ethic, technical acumen, and leadership qualities make him an outstanding employee, and I am confident that he will excel in any future endeavors.

Please do not hesitate to contact me if you need further information or details regarding Seth's performance and character. I am more than happy to discuss his qualifications and my experience working with him.

Sincerely,
Daniel Erichsen
AV Experience Coordinator
North Dakota State University