September 2, 2019

To Whom It May Concern,

I’ve worked with Drew Squire in his role as IT Support Specialist at Collective Goods, for 8 years, and I’d like to share the experiences I’ve had with Drew in this role.

Drew is very thoughtful when he’s working with his clients. He listens to the concerns and troubles his clients are experiencing and very quickly diagnoses the issues and works to resolve them. Drew is incredibly knowledgeable about PCs as well as great at digging into all our custom applications and understanding them fully so he can troubleshoot effectively.

Drew spent much of his time over the years at Collective Goods supporting the team after regular business hours. This meant he regularly worked the 6-10 shifts Monday – Friday as well as 12 hour shifts on both Saturday and Sunday. For years Drew worked 7 days a week. Rather than complain about this, Drew worked his home life around this schedule and made it work for him and for the company. He thrived in this off-hour, remote schedule, and turned what many thought was a very tough schedule, into a great fit for him and the company.

Drew also took it upon himself to research new ticket tracking software and convert the team to it very smoothly. He figured out queues, what special fields we needed based on our business, as well as reporting needs to ensure we could stay on track of tickets. After we implemented this new system our days open dropped and the queue became much more manageable and visible.

Drew has always been here for those of us he supports. I never worry when I have an issue, and he’s the one assigned to resolve it. I’m always confident he’ll handle it quickly, efficiently, and correctly.

Thank you,

Randi Albright

Chief Operating Officer, Collective Goods

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