



UITS 24/7 SUPPORT CENTER
1077 N Highland AVE
Tucson, AZ 85721

July 26, 2023

RE: Jackson Christopher Burns

To Whom It May Concern:

I cannot speak highly enough about Jackson's enthusiasm, communication skills and professional demeanor since I hired him as a Student Employee Technology Consultant within the University of Arizona 24/7 Technical Support Center. Jackson was one of my direct reports, and he consistently demonstrated all of these qualities and more. I heartily endorse him for any position or career opportunities in the IT field.

I find Jackson to be extremely reliable, dedicated, and upbeat. He exhibits a team player mentality and works with minimal supervision. He has met every IT problem head on, while perfecting his troubleshooting skills and improving his knowledge base. His ability to defuse situations with upset customers is an advantage. Customers always seem to come to us while having their worst day. Yet, I regularly receive customer surveys praising him and noting the outstanding level of service he provided. Jackson multitasks effectively while handling a high workload. He met or surpassed all weekly metrics (including customer satisfaction, call volume and response time, and diligent written reports).

As to his learning skills, Jackson quickly assimilated to the university IT systems and software. We provide a wide range of services from university account administration/email to in-person support of hardware and software, along with Tier-1 phone and chat support to students, staff, and faculty. Jackson is able to converse with all levels of intellect and computer knowledge.

Jackson has my highest recommendation. if you would like additional information, I would be happy to provide more details.

Sincerely,

Michael Nicolosi
UITS 24/7 Support Center Manager
520.260.2844

