



6400 Airport Rd. Bldg. B, Ste. O
El Paso TX, 79925

October 2018.

To Whom It May Concern,

Armando Dozal was employed as an Office Manager with Temperature Pro for the period July 11, 2015 through October 23 2018 (close of operations).

During his employment Armando was responsible for the administration of the office and for managing the dispatching system that included the coordination of the scheduling of all technicians and service manager regarding service calls and installation projects using a proprietary software. In addition, Armando was in charge of daily accounts receivable and payables as well as banking functions for the organization. Further, he managed all construction permit requests from the city and was a liaison among city inspectors and the organization.

This position required interaction at different levels with diverse stakeholders and during his tenure at Temperature Pro Armando demonstrated a high level of interpersonal skills to interact effectively with customers, vendors, city officials and employees. Also, Armando demonstrated a high level of professionalism and keen sense of commitment to his responsibilities that eventually resulted in very positive reviews from customers and from employees.

Armando with his vast experience in process improvement led the reorganization of several key procedures within the operations area that eventually resulted in significant efficiencies and cost reductions for the company. As a team player Armando showed to be very valuable in serving customers effectively in both Spanish and English.

Armando is a very well rounded employee with extensive experience in customer care, process improvement and office administration that would be a tremendous asset for any organization. Please let me know if you have any further questions by contacting me at (915) 253-7020 or by email at prietoee@gmail.com

Sincerely,

Oscar Prieto
General Manager
Temperature Pro