



Desjardins

Desjardins General Insurance Group Inc.

April 25, 2015

To Whom It May Concern,

For the period from May 2014 through April 2015 Eli was hired to help us nationalize our Contact Centre Work Force Management (WFM) area, and to identify ways that we could improve our overall WFM efficiency and effectiveness. As part of this process, Eli was asked to assess our day to day operation, define and prioritize recommendations on what should improve, and outline how to best introduce a national WFM model. Eli's role was also one of facilitator and collaborator, working with our broader WFM team, and his assistance was invaluable in addressing our key priorities to a successful completion.

Eli was extremely diligent and followed through on his commitments. He ensured that he had an understanding of our business, and created action plans that were impactful, relevant and completed on time. Eli worked really well with a variety of WFM team members, and did so across two locations and in two languages. He demonstrated patience, listened well, and helped ensure discussions moved forward with the end goal in mind.

Eli made himself available readily, and even when travelling in relation to other commitments, he would stay in contact as required to provide updates. He documented processes well, and took feedback readily to quickly make adjustments when needed.

Eli was a pleasure to work with. He showed a strong commitment to our organization, and sets a high standard for himself and that of his work. He brought considerable value, and was instrumental in helping us improve our WFM operation, and introducing a national WFM business model. I would relish the chance to work with him again!

Sincerely,

Jeff Griffith
Director, Workforce Planning & Telephony
Desjardins General Insurance Group

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