**Character Reference Letter**

Marissa Singleton

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Dear Ms. Williams,

I have been honored to know Maria Serrano for more than 12 years, and I am delighted to provide this Character Reference Letter on behalf of her application to your customer service manager role. Enthusiastic, professional, and organized, Maria is a credit to any position she fills.

Above all, Maria is a gifted manager of people, as evidenced by her success at Oakcrest Financial. She is forthright and fair, discreet, motivational, and supremely knowledgeable in how to encourage the best performance from her team. Her magnificent interpersonal skills extend to every level of an organization. She is bright, dedicated, and self-directed, quickly understanding and matching a company’s ethos and mission.

Maria and I met as managers for a popular multi-level marketing company. Maria’s skills were so impressive that I often sought her advice to motivate my team, approach new initiatives and track and project my team’s success. She was always generous, insightful, enthusiastic, and creative. I am a better professional for having her guidance, and I am privileged to detail her strengths in this character reference letter.

I am certain that Maria will be an asset to your organization’s customer service division. I am happy to discuss her professional attributes as discussed in my character reference letter, so please feel free to call me at your convenience.

Most sincerely,

Marissa Singleton