



ELON UNIVERSITY

March 3, 2011

Dear Sir or Madam,

It is my pleasure to write this letter of recommendation for Ms. Kim Giles. Kim Giles is simply excellent at her job, a charming presence and a graceful professional. It is with heavy heart that I learn she is seeking opportunities elsewhere and I will be jealous of the organization that takes her away from us!

I have worked with Ms. Giles for about ten years. For most of that time I was one of her direct supervisors as she admirably balanced support for several departments and programs here at Elon University. In this brief letter, I will speak to three aspects of my experience with Kim's work – her exceptional ability, her professionalism and her unflaggingly upbeat attitude.

As you will have learned from Ms. Giles' vita, she has substantial experience in administrative support. What the resume can't convey is how much she stands out. When she began to work with our group, we were separating from a larger division's administrative office and had been supported by a very experienced assistant. Kim's arrival was like day breaking after a long night. Where we were previously accustomed to having to explain our requests in painful detail and accompany them with repeated follow-through, Kim was able to quickly grasp the substance of our needs and to complete tasks with no prodding. In a matter of months she put in place an organizational system that allowed all of our complex and technical needs to be met efficiently and well. Since that time, I have never known Ms. Giles to drop the ball, cause delays, or falter when asked for extra or complicated tasks. Moreover, Kim continues to develop new expertise, is comfortable seeking out information that she does not have readily at hand, and quickly comes up to speed on new tasks. In short, Ms. Giles is extraordinarily able.

Ability is certainly a key to success but we often find that a broad skill set cannot stand alone. It is crucial in education, as in all industries, that staff interact comfortably and smoothly within and outside of the organization. Sometimes the most competent among us can find it hard to modulate their interactions with others. That has never been the case with Kim. I should first reiterate that Ms. Giles has generally had three or four direct supervisors at any given time. That would, in many cases, be a recipe for disaster. Instead, Kim has always managed to be attentive and responsive to all of us, has never seemed to play one set of tasks against another, and has always been completely frank

and easy to work with. This goes beyond task-related skills and does not speak to her (charming) personality. Rather, it is a reflection of her understanding of how to properly conduct business, how to balance priorities, and how to relate to others within the organization. I can honestly report that, having supervised many assistants in several countries, I have never met another with the easy and solid professionalism that Kim displays.

It is rare to find such competence and professionalism but it is rarer still to find them combined in a person who also radiates good will and calm friendliness. Kim Giles is, simply put, a key presence in our organizational life. She is always ready with a smile and a kind word. She is easy to talk to and never off-putting. At the same time that she cheerfully interacts with colleagues, she does not fall into the habits of endless small talk or gossip that we sometimes run across in office staff. In fact, Kim has a marvelous ability to make meaningful and positive contact with colleagues in a short moment and quickly bring things down to business. Our building is brightened by her presence and our colleagues universally like and respect her.

Kim's departure would be a loss for our university and for me, personally and professionally. From time to time I have had the opportunity to build small staffs for special projects and it has always been my hope that I could put together a position attractive enough to hire her. Alas, that has not been possible and I will envy the employer who is able to do so.

In the briefest possible terms; hire Ms. Kim Giles. She is a person of extraordinary ability, professionalism and charm. The organization that gets her will be much better for it and won't easily let her go.

I would be more than happy to provide more information and hope that you will not hesitate to contact me should you seek further details.

Sincerely,

Dr. Pranab Das
Chair, Dept. of Physics 1998-2009
Professor of Physics
Elon University