

To whom this may concern,

Douglas Teixeira has been employed with Younique LLC. for over a year as a Customer Care Representative, servicing our Portuguese and English-speaking markets. As an agent, he was responsible for answering the inquiries of our customers through phone, chat, and email channels. During his tenure here, he earned the respect of many and became a critical piece of our mission, which is to Uplift, Empower, and Validate women around the world. Douglas has achieved this by developing his Customer Service skills with the help of his Team Lead, enabling him to deliver World Class Customer Service in every interaction.

Douglas displays the ability to think critically, break problems down into workable parts, as well as build meaningful relationships with her peers, subordinates, and customers. He has a great attitude and is well liked by many, including myself. He is reliable and can be counted on to be on time to work and stay for the full duration of his shift. He definitely understands when it's time to be professional and when it's time to laugh and smile. Because of this, he has created great relationships with many inside and outside our department.

I believe Douglas has a good moral compass and will be a great fit for any role within your operation. He takes his responsibilities very serious and has worked hard to overcome any perceived deficiency, I'm sure he will do the same as a member of your organization. All in all, I would recommend Douglas Teixeira to be a part of your organization. He has a big heart and can be counted on to act with integrity.

Justin Howell

Senior Director of Presenter Success

younique

www.youniqueproducts.com

Corporate Offices:

3400 Mayflower Avenue

Lehi, UT 84043



Date: February 21, 2023

To Whom It May Concern,

I am writing this letter to recommend Douglas Teixeira for employment.

Having known Douglas for just about 2 years as his manager. I am certain he will thrive in the position that he is offered due to his positive, upbeat, and can-do attitude.

During his time working for Younique and with myself, he has always impressed me with his willingness to learn and how quickly he learns and understands his job role. I am confident that in any role he presented with he will be successful based off our experience as co-workers.

I would also be more than happy to provide further details about Douglas if needed. I can be contacted via my email address: kmeier@youniqueproducts.com

Sincerely,

Kimberly Meier

Graveyard Customer Care Manager

www.youniqueproducts.com

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younique™

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Meriam Sanchez
Younique
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To whom it may concern,

Younique employed Douglas Teixeira full-time as a Customer Care agent and tech specialist serving in both English and Portuguese languages. During his time with Younique, he was able to maintain a top ranking in stats for our department including areas of CPH (cases per hour), handle-time, quality assurance and customer satisfaction. His recent layoff was the direct result of an initiative at Younique to downsize during this slow economic quarter. As part of his former responsibilities, included taking inbound calls, making outbound calls, assisting via live chat and email. He also specialized as a tech agent. Which included additional skills of identifying, troubleshooting and reporting technical issues.

Aside from all these work accomplishments, one of the best traits about Douglas as an employee was his willingness to help burden the load of others on his team and fill in any needed gaps in coverage. He is the true definition of a team player and always happy to take on any extra tasks that come his way.

When working with Douglas on developmental goals, his top priority was always centered around his customer satisfaction. He wanted to be sure he was always doing what he could to ensure he found a resolution for his customers and make sure they had a positive experience while also keeping the company's best interest in mind.

I could not recommend Douglas enough as an employee. He is always striving to do better and is open to feedback that will help him grow his knowledge and skills.

Please feel free to reach out to me with any other questions.

Sincerely,
Meriam Sanchez
Younique Customer Care Team Lead
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Personal email: Meriammae@gmail.com

