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Luis Cotto  
Tech Support of Georgia

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To Whom It May Concern

Luis had been on my Power core team for a few weeks when my personal IT issues arose. Thinking that my problems were too small and minuscule for his vast knowledge. I went to where I normally take my laptop for updates to local store that advertised that specialized in MacBooks. It was only after getting my laptop back that I notice it was updated but it wasn't working as well as it did before. With no time to take it back to Atlanta and make another appointment I scrolled in my power core rolodex and sent Luis a message thinking there was no way he had time to fit me in on such short notice. I was wrong he quickly asked few questions to assess my issues and brought me into his office. Within minutes he fixed my immediate need, then took the time to notice that the previous tech company did a half job in which he brought me back up to speed in time for my event the next day for high valued client giving me credibility. I can say thank you enough. I am more than confident to refer all future tech related needs to Louis trusting he can handle to task big or small.

Sincerely,

A handwritten signature in blue ink, appearing to read 'B. Byrd', written over a light blue horizontal line.

**Bryan Byrd**

Assistant Branch Manager,

Alpharetta N. Fulton

1. Insert disclosures here if needed.  
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