



To whom it may concern,

It is my pleasure to provide this letter of recommendation for Kenneth Lonyai as he seeks employment for an AI conversational development position. I am the IT Manager of the Contact Center Applications planning team at Blue Cross Blue Shield of Michigan. Ken has been working on my team in a contracted position for the past 6 months, designing our voice virtual assistant for BCBSM members. Ken's responsibilities include designing the user interface, documenting the call flow experience, and assisting the team with our contact center cloud migration. Ken has converted our complex business requirements into clear and simple format that can be understood by non-IT personal. Ken possesses strong communication, organization, and time management skills.

Ken is an accomplished AI designer who can do great things for your organization. I believe his skills, commitment, experience, and personal values make him an excellent candidate for any position in the AI field. He has a positive attitude and is willing to tackle any assignment. He is always ready to lend a helping hand to his teammates.

Feel free to contact me if you need more information.

Sincerely yours,

Kathleen Cuddy
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