

[Your Name]  
[Your Job Title]  
[Company Name]  
[Date]

To Whom It May Concern,

I am writing to formally recommend [Employee Name] for a position within your Customer Success or Account Management team. Due to a strategic restructuring and layoff within [Company Name], [Employee Name]'s role was unfortunately impacted. This transition is in no way a reflection of their performance, which has been exemplary throughout their tenure.

During their time as a [Job Title] in our Customer Success Department, [Employee Name] managed a portfolio of [Number] accounts, maintaining a consistently high Net Promoter Score (NPS) and achieving a retention rate of [Percentage]. They possess a unique ability to translate complex technical issues into actionable solutions for clients, ensuring long-term value and product adoption.

Key strengths [Employee Name] demonstrated include:

- Proactive relationship management and churn mitigation.
- Onboarding and training new users to ensure rapid time-to-value.
- Collaborating with Product and Sales teams to relay customer feedback.
- Identifying upselling and cross-selling opportunities within existing accounts.

[Employee Name] is a resilient, empathetic, and data-driven professional who would be an asset to any organization looking to scale their customer operations. We are disappointed to lose them but are confident they will bring immediate value to their next employer.

Please feel free to contact me at [Your Email Address] or [Your Phone Number] if you require any further information.

Sincerely,

[Your Signature]  
[Your Printed Name]