



May 7, 2026

RECOMMENDATION LETTER

TO WHOM IT MAY CONCERN,

This letter is to formally endorse **Ms. Lalaine Sarmiento Enriquez**, who served as a Team Leader – Legal Intake with GlobalTek BPO Inc. from August 18, 2025, to April 15, 2026.

During her tenure, Ms. Enriquez consistently demonstrated strong leadership, professionalism, and a results-oriented approach in a fast-paced BPO environment. She effectively managed and developed a team of sales professionals, ensuring that performance goals were achieved while maintaining high standards of service and client engagement.

In her role, she was responsible for coaching and mentoring team members, monitoring both attendance and performance, conducting call evaluations, and providing timely feedback to drive continuous improvement. She also played an active role in client interactions, establishing rapport, addressing concerns, and presenting services clearly and effectively. Her ability to balance leadership responsibilities while contributing individually highlights her strong work ethic and capability.

Ms. Enriquez exhibited excellent communication skills and the ability to handle challenges with professionalism and sound judgment. She was proficient in using CRM systems, Microsoft Excel, and other tools necessary to manage data and track team performance. Her dedication to achieving results and supporting her team contributed positively to the overall success of the department.

Based on her performance and contributions, we can confidently say that Ms. Enriquez is a capable, dependable, and driven professional who will be an asset to any organization.

We strongly recommend her for any role aligned with her skills and experience.

Should you need further clarification, you can reach us at PH-HRBP@Trajector.com.

Sincerely,

KIM TRACY MACATANGAY, RPm
HR Business Partner

PAULEEN LARA LIWAG, RPm
Sr. HR Manager