



June 28, 2021

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To Whom it May Concern:

I am very happy to recommend Armando Coronado to your organization.

I am Vicki Wojnarowicz, and I managed the Oracle Service Cloud CRM implementation for Faneuil Connect for Health Colorado and currently manage the Faneuil Connect for Health Colorado relationship and CRM for Eventus Managed Services. During my tenure on those projects, I had the pleasure of working with Armando when he was Faneuil's Project Manager. In that role, I found him to be an energetic leader who drives results by utilizing data and technology. Armando was also the Program Manager for Faneuil, serving as the primary contact for all client and vendor needs. Because of his dynamic leadership, Armando was able to successfully manage these relationships through some challenging times and effectively implement a large-scale contact center.

Armando is an excellent Project Manager, as his operational background helps develop effective solutions. His ability to communicate with a client and vendor on a project is what separates him from other project managers.

Armando appreciates how customized, detailed reporting is a critical part of operational success. To propel his client forward and increase their satisfaction scores, he established a series of SLA and CSAT reports. Using that data in conjunction with strategic planning, he improved his clients' stats over Connect for Health's previous vendor by 10%, achieving a 90% satisfaction score.

Armando also impressed with his desire to optimize the customer experience. He identified that the organization's Medical Needs process required modernization. He outlined an updated procedure and collaborated with the technical team to align the systematic process. Even though Connect for Health Colorado was resistant to the change at first, they ultimately saw how Armando's proposed process would not only improve the customer experience, but would also reduce the number of steps involved, saving both the customer and the organization time. The Medical Needs project is now in flight and if it were not for Armando, it would have never been a reality.



I recommend Armando to any organization who is looking for a great project manager with value added skills without reservation. I understand that this letter just provides a snapshot of Armando's skills. If you have any questions or would like to discuss these examples further, please feel free to reach out to me at 224-288-9584 or [vickiwojnarowicz@eventusg.com](mailto:vickiwojnarowicz@eventusg.com).

Regards,  
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