

June 6, 2014

To Whom It May Concern:

I am writing on behalf of Nelson Wax who was retained at County Draperies as a Business Coach. Nelson reported to the company's Board made up of the CEO, President and Vice President. He also worked alongside our front office staff and support management. He had multiple duties and responsibilities as our business advisor in the areas of operations, financial, sales and marketing. One of his primary roles was to solidify, between the owners and the office personnel, to work collaboratively as to achieve some challenging goals and objectives.

During the course of his contract with us, Nelson was found to be hard working and dedicated for improving the overall management from the ground up. He became knowledgeable of the company's culture, products, processes, policies and procedures, as well as being able to communicate at all levels of the organization. He is both focused driven and results oriented in discerning key issues and situations.

Nelson began with a detailed company's financial analysis, combining both GAP indicator ratios and fiscal benchmarking versus those of our competitors. This identified our areas of strengths and deficiencies, comparing those with those same businesses of industry and size. He soon followed with an overall operational analysis, top to bottom, by structure, systems, functions, people, fixed assets, processes, materials, documentation, strategy and outcomes.

Where improvements efforts were identified and agreed to, it generated a "120 Next Steps Master List" that became the core of our Organizational Transformation Plan. This is now continuing on "solo mode" with our employees and we begin to see the positive effects of just a few of those concluded projects. These are HR policies and procedures, to job costing and to finalizing and overall "Sales leads to order satisfaction" job process, with its own sets of problems and causes. Solution are being brainstormed, selected, implemented with a keen eye to further improve when needed, all with a recently invigorated, trained and self-managed cross functional team, now led by a rotating team member on a weekly basis.

He has distinguished himself, facilitating and training both teams and individuals, as well as with other company contacts. He has displayed a similar aptitude and attitude for interpersonal relationships and is well respected. Our team has found him to be diligent, thorough and amicable with the discipline to attain better performance.

I would recommend Nelson, without reservation, for employment within your organization. I believe his expertise in Organizational Development is an asset to companies that seek positive and long lasting change.

Please feel free to contact me personally should you require any further information.

Very Truly Yours,

Carl Markowitz  
President