
Shareeka Miller

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Daren Hymas – Senior Director of Workforce & Telephony

Ben Beecher – Workforce Solution Manager

Dear Daren and Ben:

I am writing this reference at the request of Karen Long, who is interested in the WFM Supervisor position here at GoHealth. Karen has worked with me for 4 years here and has been support on several different accounts, HCSC U65, HCSC O65, Centene and even when needed on Together Health.

During this time, Karen has demonstrated that she is a very honest and reliable person. I have also had the ability to witness Karen working under an immeasurable amount of pressure. For a number of months, in 2017, Karen was our only WFM Support for the entire Enterprise solutions business and made sure she over extended herself in all areas to get the job done. Karen has a number of strengths I'd like to share such as her ability to always over deliver. She not only meets, but exceeds expectations in various forms. Karen is very detailed oriented and has the ability to explain things to those of us not in her field in terms that makes sense and is understandable on our end. She has exceptional technical skills which allow her to work on several projects simultaneously and not drop the ball while doing so. For example, Karen has worked tirelessly on several different occasions to build working shells for shift bids while still handling the processing of tickets being taken care of as well as making herself available to reply to an email, slack or phone call when needed.

In conclusion, I would highly recommend Karen for this role. If her performance in my experience in working with her is any indication of how she would perform in the available position, Karen will be an extremely positive addition to your leadership team. If you need any additional information, feel free to contact me on 980.254.4011 or by email at smiller2@gohealth.com at any time.

Yours sincerely,

Shareeka Miller

Director, Together Health