

July 29th, 2015

From the desk of Ruben Safir R.Ph

1580 East 19th Street
Brooklyn, NY 11230

To whom it may concern:

This letter is to serve notice that I have been the personal supervisor of **Nechama Sussman** over the last month of Refuah Health Center, in the South Fallsburg Office of the Pharmacy and that she has performed more than admirably in that position. Nechama, along with a number of other post High School young adults were tossed into positions of broad responsibility within the scope of the Refuah Health Systems summer program in the Catskills mountains with little training or experience in Pharmacy Operations, or any position of serious responsibility. It was a position which I personally couldn't be sure I could have succeeded at.

She particularly was placed in challenging situation, assigned to a core position that initially seemed like just a cashiers position, but which eventually involved the integration of the Center's delivery system and professional staff. The Center provides drug and healthcare delivery, with transport throughout the mountains of Sullivan County, NY. Pharmacy services were transported throughout the mountains. She was the main liaison between the Pharmacy, myself, drivers, supervisors and most of all the clientele. She mastered confounding software and computer systems and she was often the face of the operations.

Nechama, through her efforts, demonstrated a powerful and flexible intellect, and dexterity in problem solving. She also has a remarkable personal touch. In the time she was here, she started with a small task, and then grew one task into the next responsibility and then absorbed that one. And then she learned and absorbed the next, and then the next one after that. Within a couple of weeks she had her hands about the full scope of the operation and became my most valuable resource. It was hard to imagine she had done this in such a short period of time.

In addition, she has a natural ability to handle difficult personalities, customers, clients and even the chain of command. Her professional bearing and pleasant personality encourages a positive atmosphere about her, and she put out more than a few brush fires. She is a natural collaborator. I never once felt that she overstepped her authority, which would have been very easy considering the broad range of things she was handling. She represented me, as the pharmacist, excellently and I felt I could depend on her for all situations. Anyone who has run a busy pharmacy knows that this attribute is one of the hardest to find in staff, and I'm very sorry to have to see it go.

It is my hope that this letter gives a full picture of Ms Sussman. Although letters of recommendation can never be complete, to the potential employer or institution in the future which is considering Ms Sussman I want to convey more than my recommendation of her addition to your organization. Yes, she will more than adequately fill the job, or earn

the position you have in mind for her, and she will no doubt be an asset to your program. But what you should really learn from this letter is that she is a very rare talent. A smart manager will not just pigeonhole her. For that you have many other candidates. She will be most useful to you and your organization if you give her an opportunity for growth, because she will ultimately handle nearly anything you can throw at her, and make everyone around her stronger for it.

Ruben Safir R.Ph

A Copy of this letter will be available on www.mrbrklyn.com for authentication purposes.