

Charles Sides  
Manager, CRM Applications

Chris Bagley  
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**Recommendation for Chris Bagley:**

Chris is one of the most conscientious, hard working and ethical people I know. He came to work for me as we were rolling out a brand new CRM and Contract Management application which Delta used to manage incentive agreements for around \$4BB worth of travel a year. Our team's role initially was to manage the project implementation but quickly transitioned into the day-to-day management of the application and all the supporting business processes.

Chris came to me with high recommendations and was exactly what I needed to quickly whip our Intranet web site into order. He single handedly rebuilt the entire site in very short order, taking the initiative to gather input from all the stakeholders and then assembling the material into what easily became the most useful internal website in the Sales & Distribution division. The best part was how Chris managed the process so independently. He was proactive in gathering our input and provided regular updates to make sure I could always answer any questions from my superiors. He always delivered what was asked of him on time.

Chris also has a strong aptitude for picking up any automation system. Over time our group took on responsibility for all of the sales force automation needs of a fully virtual global sales team. We became the help desk for everything including: Basic laptop and virtual office support, multiple custom MS Access applications, a couple of Oracle database applications built by our own IT shop and the vendor-provided corporate incentive agreement database. Chris was instrumental in working with our internal IT shop to support all of these systems. Almost never a week went by that our team didn't get accolades for excellent support and Chris was often the reason for that accomplishment.

When the opportunity arose for him to move up to Web Content Developer with Delta.com, I didn't hesitate to write him a recommendation. The new position gave him the opportunity to expand his web skills far beyond what I could offer in his coordinator position with my team. From everything I heard from his new management, he quickly became an important contributor in his new role.

Sincerely,

Charles Sides  
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