

To whom it may concern:

I had the honor and pleasure to work with Mihaela Burlacu for over a 3 year period. Mihaela proved to be an amazing professional, a self-starter that easily drives a team to success. We collaborated on building our Customer Service team from scratch, from a start-up phase of post seed funding.

The procedures and workflows Mihaela established exist as team knowledge to this day, serving as a strong foundation for the future improvements and iterations. At June Homes we were passionate about serving the customer, given the nature of our business to client relationship. She actively mentored and coached team members, fostering a culture of continuous learning and growth. Her dedication to the growth and success of her colleagues was evident in the way she invested time and effort into their development, ultimately contributing to the overall strength and cohesiveness of our team.

Mihaela was particularly successful in building the NYC Customer sales and support team all by herself, to exceed 15 representatives, generating over \$700k monthly with a customer satisfaction rate of over 89%.

In addition to her remarkable skills in building and leading teams, Mihaela possesses an innate ability to foster a culture of empathy within her work environment. Her leadership style goes beyond merely achieving targets; she inspires her team to connect with customers on a deeper level. Mihaela understands that every customer interaction is an opportunity to build lasting relationships. Her emphasis on empathy and active listening sets her apart, and it's no surprise that our customer satisfaction rates consistently surpassed industry standards.

I highly recommend Mihaela to any business striving to achieve excellence in servicing the end customer whether in a new or existing establishment. She is a rare and valuable asset on the candidate market.

Anastasiia (Stacy) Golovina
Managing Director at June Homes Greece SA



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