

Presidential Salute

Florida International University



March 4, 2016

Dear University Community,

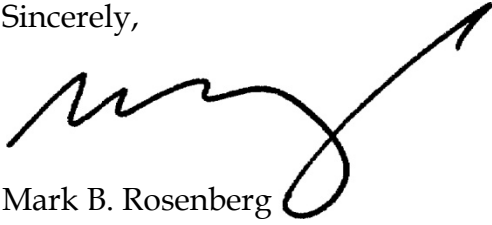
Please join me in recognizing Rafael Perez Jr. for his dedication and commitment to delivering excellent quality service to the FIU community. Rafael began his career at FIU on May 13, 2013 and is currently serving as Senior Help Desk Analyst for the UTS Support Center. As a proud alum of our FIU, he earned a Bachelor of Science in Information Technology from The School of Computing and Information Sciences in 2012.

His nominator, Maria Lorenzo, Sr. Administrative Assistant with the FIU Foundation, describes Rafael as very cooperative. "It was really refreshing to find someone who took the time to listen and resolve the issue. Rafael went above and beyond by staying on the telephone until the issue was resolved. What really made me appreciate his great customer service was the fact that Rafael followed up by calling me the next day to make sure that everything was working smoothly. I have been employed at FIU for seven years and have dealt with many university employees, but this young man embodies the FIU phrase *Worlds Ahead!*"

Meet [Rafael](#) and you will understand his passion for our students, faculty, staff and our great university community. We are proud to have Rafael as part of the FIU Family!

I look forward to learning of the next candidate for the Presidential Salute. If you know someone deserving of this recognition, please let us know. To submit your nomination, please [click here](#).

Sincerely,

A handwritten signature in black ink, appearing to read 'Mark B. Rosenberg', with a long, sweeping flourish extending upwards and to the right.

Mark B. Rosenberg
President