

To Whom It May Concern:

It is with much enthusiasm that I recommend Lisa Rogers for a User Researcher role at your company. Lisa and I worked together for about a year, during which time she served as the User Researcher for Mobile Applications here at Home Depot. Lisa's contribution as a researcher helped us validate a number of hypotheses to ensure we creating the right experiences to solve customer problems.

Lisa has been a great partner and has collaborated with our team to discover customer pain points and desires for our Home Depot app. In particular, her work on sort-and-filter usability and instant checkout led to successful outcomes at key touchpoints in the customer shopping journey.

She was adaptable to the needs and time frames of the team, and was able to create or modify study plans to get the team actionable information. Through innovation she was able to create note-taking and data-analysis techniques to deliver high quality information and insights faster than the traditional research timelines.

In her time here at Home Depot she was able to devise methods to test customers remotely, as opposed to being constrained to the in-person methodology we've used in the past. This allowed studies to be scheduled and completed much faster and for a fraction of the cost. Because of this we were also able to hear the voices of many more customers than we would have otherwise.

Partnered with other members of my team, Lisa was part of leading the charge for educating our organization on how to conduct mobile and application testing at Home Depot. This has helped our goal this year of reinforcing our mobile-first strategy.

Please let me know if I can provide any more information to strengthen Lisa's candidacy for the position. It has truly been a pleasure working with her and she would add value to any company, so I feel confident recommending her for any endeavor she chooses to pursue.

Regards,



Chris Basiliere
CHRISTOPHER_BASILIERE@homedepot.com
770.433.8211 x82820