

To Whom It May Concern:

I am writing to recommend John Nolan, a former employee of mine at Merrill Lynch, as an outstanding candidate for any mental health counseling position available. I was John's division supervisor in the Employee Retirement Benefits Contact Center (RBCC), Specifically the 401(k) and Multi-product stock options department, from November 1st through January 2016 when I transitioned from the department. Mr. Nolan remained on the team through March 25th 2016, and has worked in different departments at Bank of America since then. The on-boarding phase is challenging to new employees who are expected to study at home for the six-hour long Series 7 General Securities stock broker's test administered by the Financial Industry Regulatory Authority (FINRA) while simultaneously adapting to working full time in a fast paced, high stress work environment. Mr. Nolan passed his test on his first attempt while becoming one of the most productive agents on the floor.

Merrill Lynch demands courtesy and professionalism at all times, and monitors their registered representatives with strict performance metrics and constant quality call reviews by management. One registered representative may handle many millions of dollars a day through complex IRA and 401(k) conversions and distributions, secure wire transfers, real-time stock sales and option exercises, and a variety of other financial transactions. Representatives must coordinate with a large team structure to quickly and efficiently juggle complicated back-office bank software and high volumes of phone calls from clients while remaining calm and collected. John's articulate and polite manner, along with his meticulous attention to detail, consistently shined through the weeds on the roughest workdays during his tenure with RBCC. He remained in compliance with all performance metrics and exemplified the kind of persistence patience with clients that management looks to promote. In fact, John was offered a promotion to team lead towards the end of his time in the department, but decided instead to voluntarily leave the program to pursue other business opportunities and further education.

John did a great job as an employee and I enjoyed working with him. I am sure he will do well as a mental health professional. Feel free to call my office and I will be happy to answer any questions.

Sincerely,

John Walsh

Vice President, Supervision Team Manager at Merrill Lynch

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