

To Whom It May Concern:

I am pleased to write this letter of recommendation for Suzie Eden, with whom I have partnered closely over the past five years in my capacity as a senior security executive. Suzie served as the senior technology leader (CIO) during that time, and our roles required tight coordination across modernization efforts, enterprise-scale delivery, and the alignment of business and technology priorities. Because of the nature of that partnership, I had extensive visibility into her leadership style, her decision-making, and the impact she had on the organization.

From the outset, Suzie demonstrated an exceptional ability to translate business objectives into the technological capabilities required to achieve them. She brings clarity to complex problems, builds alignment across diverse stakeholders, and ensures that execution remains tied to meaningful business outcomes. Her ability to ground technology strategy in what the business genuinely needs is one of the qualities that sets her apart as a leader.

Throughout our work together she showed a consistent commitment to ensuring that technology delivery was functional, resilient, and secure. Although my responsibilities centered on enterprise security while hers spanned the broader technology landscape, she approached every major program with a deep respect for the role security plays in operational stability. She possesses a good understanding of security frameworks and an intuitive grasp of the drivers behind environment-level controls, which made our collaboration on architectural decisions, risk mitigation, and modernization efforts both efficient and effective.

Suzie is also one of the most organized and structurally disciplined leaders I have worked with. She manages complexity with ease—breaking down large bodies of work into well-sequenced plans, clarifying owners and expectations, and keeping teams focused on outcomes. That level of rigor proved invaluable during periods of intense transformation.

Her leadership strength is further evident in the environment she creates for teams. Suzie fosters a culture where individuals feel comfortable raising ideas and concerns, while still maintaining clear expectations for accountability and delivery. She sets direction without micromanaging and empowers teams to make decisions where the expertise resides. This balance of clarity and autonomy consistently produced engaged, aligned teams capable of delivering at a high level.

I saw this leadership in action when she first joined the organization. At the time, we were in the middle of a major transformational rewrite of our product suite. Although real progress had been made, priorities were misaligned with business needs, and that misalignment created substantial friction for the developers. Features were delayed, priorities shifted constantly, and teams were struggling to maintain momentum. Suzie stepped into that environment and, within a remarkably short period of time, brought structure and clarity to the effort. She aligned the business and technology priorities, re-established a coherent sequence of outcomes, and gave the teams the stability they needed to execute. That moment marked a clear turning point: delivery became predictable again, and the team's regained confidence in both the direction and the process.

Over the course of our partnership, Suzie was central to several significant accomplishments, including:

- Modernizing the technology operating model, including a shift to agile delivery and stronger engineering practices
- Reducing technical debt and establishing more durable architectural foundations
- Navigating a complex merger and technical integration, including systems, governance, and organizational design
- Strengthening operational reliability and security posture through disciplined technology delivery
- Developing and mentoring leaders across engineering, product, and operations

These efforts produced measurable improvements in delivery predictability, stability, and overall technology effectiveness. Her work also earned external recognition: Suzie received a CIO of the Year award, selected from a field of more than 250 applicants, an honor that reflects her impact across disciplines.

Suzie adapts rapidly, learns quickly, and brings a broad and practical understanding of the technology ecosystem. When facing areas that required specialized knowledge, she closed gaps quickly and with confidence. If a role requires certifications or additional expertise, she pursues them proactively and genuinely embraces continuous learning.

She also brings a steady, calming presence during periods of change. As organizations continue navigating an era shaped by AI-driven transformation, leaders who can guide teams through uncertainty while maintaining alignment and operational momentum will be essential. Suzie is precisely that type of leader: thoughtful, disciplined, and capable of carrying an organization through significant change without losing sight of business priorities.

Any organization seeking a senior technology executive, whether for a CIO, SVP, VP, Director, or an AI-adjacent leadership role - will find in Suzie someone who delivers immediate value while strengthening the long-term strategic direction of the enterprise. She is smart, principled, and deeply committed to the mission of the organizations she serves.

I recommend her without reservation and would be happy to provide additional perspective if helpful.

Sincerely,

Robert Neel
Senior Security Executive