

September, 2026

To Whom It May Concern,

I was Ladie Abadilla's direct manager for six months, during which time she served as a Project Manager and Team Lead in our bookkeeping operations. I recommend her without reservation, and I am glad to put that in writing.

In that role, Ladie helped manage a book of more than 250 accounts and led a team of seven bookkeepers. That is a wide span, and it does not hold together on effort alone. It requires knowing where each account stands, knowing which of seven people is carrying which piece of the work, and knowing when something needs a second look before it moves forward. Ladie kept the team pointed in the same direction across the full book.

Her strengths were practical ones. She was meticulous, detail oriented to a degree that shaped how her team worked and not only how she worked herself. When a client scenario was complex, she asked questions until she genuinely understood it, rather than guessing and correcting later. I valued that more than I can easily convey. A team lead who says "I want to make sure I have this right" before the work goes out is a team lead who prevents rework downstream. She was also a careful reader of our standard operating procedures. She studied them, referred back to them, and used them to keep seven bookkeepers consistent, which is exactly what SOPs exist for and exactly what most people skim past.

Managing Ladie was straightforward in the best sense. She followed process, and she was candid when something in a process did not fit the situation in front of her. She raised questions early rather than late. I never had to check whether she had understood an assignment, because she told me plainly when she had not and asked for what she needed. With her team, that same steadiness showed up as clarity. Her bookkeepers knew what the expectation was, and they knew where to find the answer when she was not the one giving it.

As Ladie pursues her next role, I expect she will bring the same care to a new book of business and a new team. I recommend her to you, fully and without qualification. Please feel free to contact me directly if you would like to discuss her work in more detail; I am happy to speak to it.

Sincerely,

Karen Herring
Manager, Bookkeeping Operations
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