



UPMC Shadyside

Amy McLaughlin, MSN, RN,

NE-BC

Director of Nursing

Nursing Administration

5230 Centre Avenue

106 West

Pittsburgh, PA 15232

T 412-623-2203

412-623-3007

mcLaughlinA@upmc.edu

March 1, 2021

Amy McLaughlin
UPMC Shadyside
5230 Centre Ave.
Pittsburgh, PA 15232

Hiring Manager:

Please accept this letter of recommendation for Mr. William Zbrzezny for a leadership position as an IT professional at UPMC.

I have had a great deal of experience interacting with Bill in my role as Director of Nursing at UPMC Shadyside. In his role as Senior Manager, Bill has provided a great service to the Patient Care Service Division.

In addition to being a subject matter expert in his field, Bill provides top notch customer service to all his customers. He is very skilled at explaining computer terminology to clinical and administrative staff without speaking down to them. Bill is an excellent resource for the many applications and operating systems at UPMC.

Bill is very skilled in project management. He works closely with key stakeholders to coordinate schedules, set expectations, and prepare contingency plans. Bill is very detailed oriented, and his thoughtful approach has led to much success with many projects that support Nursing and overall patient care.

Bill is an excellent role model of the UPMC values and extremely responsive and approachable. He has embraced the Patient Experience work as an essential service partner and supported the staff so well. Bill has taken an active role in our Shared Leadership Councils and is well respected by all levels of the organization.

In conclusion, it is without hesitation that I recommend Bill for any leadership roles within IT. His skill, proven track record, and character make him an excellent candidate for key positions at UPMC.

Sincerely,


Amy McLaughlin, RN, MSN NE-BC