

September 11, 2024

To Whom It May Concern:

I've been at Mercer University School of Law for the past 8 years and have had the pleasure of working with Huey Feagin for our commencement needs. During our time working together, he has been the epitome of professionalism, providing Mercer School of Law with the most genuine, helpful, patient, and knowledgeable service. When the covid-19 pandemic occurred and shifted our in-person grad fair to virtual, Huey was hands-on and readily available to help my students with their orders, and to trouble-shoot warehouse challenges that caused both delays and deliveries of incorrect regalia. With each occurrence, Huey immediately assisted the students to ensure their commencement experience was the amazing event they deserved.

In addition to managing challenges in a seamless fashion, Huey is always kind, available to answer questions, and always provides us with outstanding customer service. I have never encountered an issue regarding regalia, orders, or even invoices, that Huey didn't step in to investigate and resolve. In each instance, these matters did not fall in his purview, but he made sure to see each concern through to successful resolution. He has expertise with merchandise, including class rings and he always shares his knowledge with a smile. I have sincerely enjoyed each commencement season working with Huey and my students are grateful to him. I encourage everyone who plans commencement events to work with him as you will never be disappointed.

Sincerely,



Tracy Jackson

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