

Letter of Recommendation

To whom it may concern

It's with great pleasure that I write this letter of recommendation for Mikael Lindblom.

Mikael joined Tieto Estonia AS (now TietoEVERY) on the 09.09.2019 has a Specialist IT Support Agent.

Main task included but not limited to:

- Providing technical Support to our customers via various communication channels (email / chat / Telephony) in Swedish based language.
- Following up on his own tasks / Coordination of tasks.
- Maintaining created tickets / cases in our ticketing tool.
- Collaboration with various Technical Support Teams.

Mikael quickly adapted, displayed great will to learn, and improve.

He has displayed great attendance, responsibility for not only his tasks, but often overlooking the teams.

Mikael was a key part of a very successful delivery, that continuously delivers on high level KPI's and SLA's.

A great individual, with a very high level of professionalism, knowledge, dedication, and will to succeed. Not only does he evolve, but he shares his knowledge with others more than often.

Thus, I would highly recommend Mikael for any position he applies for, based on his principles, work ethics, and amazing positive attitude.

It's been a pleasure to work, learn, and interact with Mikael. I wish him all the success in his future career.

Rui Manata

Delivery Lead, TietoEVERY, rui.manata@tieto.com, +372 5855 0524