



Business

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To whom it may concern,

Subject: Recommendation letter, in favor of Thibault Narayana.

I would like to recommend Thibault Narayana for his ability to manage customer projects, work with challenging clients, and demonstrate commitment to customer satisfaction.

In February 2023, I have recruited Thibault, without hesitation, to be part of a French "Volontariat International en Entreprise"-(V.I.E) program, allowing young French graduates to work as an expatriate. Under my responsibility as Head of Unified Project Management (UCPM) department, Thibault travelled and integrated one of my teams based in India.

For more than 18 months, I had the opportunity to interact with Thibault in his role as (UCPM); I was able to observe and reconfirm how curious and an excellent communicator he is. He proved through a dynamic approach, clear communication, and team spirit, that it is possible to adapt to a new environment and take in charge the responsibilities of his assignments and onboard the project team.

Thibault proved maturity and leadership in his project management of a challenging multisite migration from a legacy solution to a new "Software Defined Network" in the Asia Pacific region. The key success factors of this project were Thibault's perseverance and communication skills to tackle a very challenging customer.

Thibault's soft skills, where always key in solving tense situations, being calm with strong listening capacities gave him the right tools to put on track few escalations.

On another "Voice" related project in Australia and New Zealand, Thibault was capable to show flexibility and adaptation, as the project required availability during business hours and non-business hours, impacting business critical solution. Customer satisfaction and feedback highlighted Thibault's attention to customer service continuity and risk management.

I am confident that Thibault has an important potential and will be of great value to Orange. He can quickly and efficiently create interpersonal and professional interlocks along of taking initiatives and responsibilities with courage and full autonomy.

I remain available if needed to share my opinion over a conversation.

Yours sincerely,

Caroline Saydé

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