



EUROPEAN COMMISSION
DIRECTORATE-GENERAL JUSTICE and CONSUMERS

Brussels, 14.11.2022

TO WHOM IT MAY CONCERN

Mr. Alejandro Perez Peñalver has served as a Web Operation Manager in the Unit for Union citizenship rights and freedom of movement of the Directorate-general justice and consumers (DG JUST D3) between 18 February and 20 October 2022.

The mission of this unit is to ensure that citizens of the Union are informed about and able to enjoy fully the rights they derive under the Treaty from their EU citizenship status. Alejandro has supported the unit with data analysis and project development within the framework of the Consular Protection Website and the unit's related projects.

In particular, Alejandro made a significant contribution to the project plan for the revamp of the Consular Protection Website. He used data analysis to identify critical issues and extract insights about the website users. Alejandro was instrumental in setting up a new system for updating consular contacts of Member states on the website, which included both technical solutions and communication with the Member States. He equally developed the site map and the strategy for communication with the project stakeholders.

Alejandro maintained continuous communication with the IT unit to address the business needs and find possible solutions for identified issues. He created collaborative mockups where the team could share their ideas and propose solutions. He also worked well with our communication colleagues, such as graphic designers and communication experts, and helped set up an awareness campaign on Consular Protection on the DG's social media channels.

Alejandro has helped our unit with several transversal topics related to internal communication. In particular, he has supported the development of Wiki and collaborative sites in Microsoft Team and SharePoint and supported a template development for knowledge management to register project information in the unit.

Alejandro was a much liked and appreciated member of our team. He is proactive in his approach to work and thinks outside the box to find solutions to problems. Given the commitment that Alejandro Perez Peñalver has demonstrated during his assignment, I am happy to recommend him for the same or similar positions.

Sincerely,

Srd Kisevic

Team Leader

Democracy, citizens' electoral rights and consular protection