

July 8, 2021

To Whom It May Concern,

My name is David Wondero and I am a team lead at Shift Digital. In my role, I am responsible for leading a group of Personal Digital Assistants (PDAs), who consult automotive retailers in digitally optimizing their tier three websites.

Since the beginning of 2021, I have had the pleasure of working alongside August Brown as his team lead within the Toyota Dealer Digital Solutions 2.0 program. Over the last several months, August continues to accomplish his primary account workload, collaborates with teammates to problem solve website issues and has made improvements to the program's overall website development process via his coding subject matter expert position.

August currently manages 40+ Toyota retailer websites, making multiple proactive communications every month through phone and email to discuss updated OEM initiatives, consultative points and project manages a variety of technological issues. Additionally, August flawlessly balances managing two separate regions as a "hybrid" PDA, showing his readiness to adapt. Along with retailer clients, August communicates directly with the Toyota eCommerce client teams on a weekly basis, providing status reports for open projects as well as updates for any inventory, incentives, or general website maintenance issues. Furthermore, August communicates directly with various provider support contacts to ensure all projects are completed accordingly.

Throughout August's tenure on the TDDS 2.0 team, he has become a beacon of knowledge about the program's offerings and internal processes. During our team touch bases, which take place Tuesdays and Thursdays, August effectively collaborates with internal teammates, dissecting issues and assisting his services to problem solve various scenarios. Additionally, August leads the "workload organization" onboarding training for new hires. August's increased focus on teamwork shows that he is a leader on this team and a resource his colleagues can trust.

Speaking of leadership, August developed his own position as the coding subject matter expert, a role in which he continues to enhance within the program. Within this secondary position, August utilizes his coding skills to develop efficient best practices for adding customizable website pages, contact forms and buttons for retailer websites. Additionally, August coded and developed a website, which houses all current projects as well as instructions for ease of use.

Overall, August continues to demonstrate his leadership, teamwork, and problem-solving skills at an accelerated rate, can adapt to needed changes, and proactively takes initiative on projects to better our team's processes. I highly recommend August's professional services if an opportunity arises. Please reach out to me if you would like to further discuss August's qualifications.

Sincerely,

David J. Wondero