

Reference Letter



The Festo Group, headquartered in Germany, is globally recognized for its innovative solutions in automation and industrial education. As a technology leader, Festo provides a challenging role in a modern work environment to 21,000 employees in 176 countries. Festo Switzerland comprises a sales office and two production plants, employing approximately 450 individuals. Since 1956, as a market leader, we have been inspiring our customers with expert advice, high innovation capabilities, a diverse product portfolio, and customized complete solutions.

Mr. **Denis Gojkovic**, born on February 14, 1998, from Niederlenz, has been employed in our company since September 1, 2021, as a Customer Care Agent in the Customer Interaction Center department, working at 80% capacity.

His main responsibilities included:

- Technical and commercial support
- Processing of orders and quotations
- Administration of ICMs (reclassifications, repairs, returns)
- Sales support
- Processing of TRs (technical tickets)
- Proactive quotation and order tracking
- Demand planning support
- Proactive support of key customers
- Coordinator role

Mr. Gojkovic possesses a broad knowledge in his field and has extensive experience that he effectively applied in practice. Due to his quick understanding, he was able to handle various tasks and adapt to new assignments within a short period of time. His highly structured working style ensured the timely and careful completion of his tasks.

Mr. Gojkovic demonstrated responsibility, accuracy, and diligence in the execution of his assignments. He consistently showed commitment in his work and carried out his tasks reliably and with great enthusiasm and dedication.

Even under challenging working conditions, he remained resilient and successfully managed all tasks. Mr. Gojkovic proved to be an initiative employee who impressed with his own suggestions and contributed to optimizing work processes beyond his own area of responsibility. He emphasized the importance of providing excellent customer service and displayed a high level of service orientation. He was highly committed to the company's interests and identified with its corporate culture. Mr. Gojkovic consistently delivered very good performance in terms of both quality and quantity.

Date

June 2024

Sender

RZMM

Department

S4-2H

Festo AG

Gass 10

CH-5242 Lupfig

Tel 044 744 55 44

Fax 044 744 55 00

www.festo.ch




Reference Letter Mr. Denis Gojkovic, Page 2

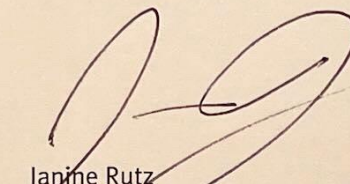
His team-oriented and friendly nature was appreciated by customers, superiors, and colleagues, always enabling pleasant collaboration.

Mr. Gojkovic will be leaving our company at his own request on June 30, 2024. We deeply regret his departure and would like to thank him for his great commitment and excellent work. We wish Mr. Gojkovic all the best and much success in his future endeavors.

Festo AG



Francesco Quaratiello
Head of Customer Interaction Center



Janine Rutz
Head of Human Resources