

Sant Cugat del Vallés, August 18, 2024

I am pleased to write this letter of recommendation in support of Federico Mencuccini, who has recently left his position in the IT Service Desk area at our company, Sabadell Asset Management, SA,SGIIC, SU. His collaboration with the Company began in September 2023 and ended in July 2024.

During his time with our organization, Federico proved to be an exceptionally talented and dedicated individual. His energy, ability, and versatility were evident from day one. He was always willing to take on new challenges and excelled in his ability to quickly adapt to changing situations.

One of Federico's most notable strengths was his ability to interact with users and resolve their issues effectively. His friendly and professional approach allowed him to quickly establish a relationship of trust with users, resulting in increased customer satisfaction and improved service quality.

In addition to his support tasks at the Service Desk, Federico was also in charge of the comprehensive development of a support application for this service that we called "Stockify". He participated in the analysis, development, testing and post-launch debugging phases of this application, which was developed in Python and connected to an Oracle database. Federico was in charge of all the programming of the tool and proved to be very proactive in training and acquiring knowledge of the programming environments used.

In his role at the Service Desk, Federico demonstrated great skills and knowledge, applying imaginative solutions in many cases and applying the protocols and controls on the ticketing tools that we use corporately in this service. He quickly gained the appreciation and trust of users.

Furthermore, since much of our infrastructure is located abroad, part of the daily activity had to be carried out in English, and Federico proved to be fluent in this language.

In summary, Federico Mencuccini is a talented and highly competent individual who has proven to be a valuable asset to our IT Service Desk team. His user interaction skills, problem-solving abilities, application development experience and fluency in English make him an outstanding candidate for any IT-related position.

I highly recommend Federico and am sure he will be a valuable asset to any organization fortunate enough to have his services.

If you have any additional questions or need more information, please feel free to contact me.

Sincerely,

Luis Carlos Rodriguez

Head of IT, Sabadell Asset Management, SA, SGIIC, SU

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Good morning,

My name is *Marga Carreras* I have been responsible for the IT Support Department of the Barcelona College of Pharmacists since 2005.

I am writing this letter of recommendation as coordinator and tutor of the FP-Dual agreement of SISTEMES MICROINFORMÀTICS I XARXES (IC10) with *Federico Mencuccini*. 1,010-hour agreement carried out in collaboration with the Salesian Professional School, during the period from 6/14/2021 to 5/19/2022, in which Federico was working providing collegiate computer assistance at the collegiate headquarters.

During this period I was able to confirm Federico's professionalism and his willingness to resolve all kinds of incidents related to digital certificates and various procedures carried out by Pharmacists using technology. In addition, he participated in different projects and specifically led the project to create an internal Wiki to maintain knowledge management for user support and actively collaborated in activities of the Systems department. Thanks to him and the support team, support is provided to all pharmacists in the province of Barcelona.

Federico is a good colleague, active and responsible, with experience in the use of new technologies in a systems department. He is also interested in expanding his knowledge and has great capabilities to be able to develop projects both inside and outside the company, assuming responsibility for them.

For any questions, you can contact me to confirm the references.



Sincerely,

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