July 14, 2024

Dear Sir/Madam,

Allow me to introduce myself and further detail my professional background as a professional within my field. My name is Jonathan Rodriguez. I hold a master's degree in Data Science from Cenfotec University and a Bachellor degree computer systems engineering and Telecomunications focused in Information Technology from UMCA. Currently, I serve as Software engineer in Big Data at Western Union, where I have worked for over 10 years.

I am writing to professionally endorse and support Mr. Oscar Jiménez Montero as an outstanding Systems Engineer with specialized expertise in process automation and the implementation of Robotic Process Automation (RPA) and Artificial Intelligence (AI) technologies. His proficiency and extensive experience in these areas make him an exceptionally skilled professional within his field. Furthermore, his professional successes further show that Mr. Jiménez Montero is the optimal professional to successfully implement his proposal to leverage RPA and AI technologies for optimizing and automating processes, as well as enhancing decision-making in small and medium-sized enterprises owned by American and Latino individuals, presents significant advantages throughout the United States. This initiative will not only improve operational efficiency and reduce costs but also boost the competitiveness and growth of these enterprises, supporting the inclusion of Latino-owned businesses in the U.S. market. Consequently, it will promote economic development and job creation, thereby enriching and strengthening the overall business landscape in the United States and positively benefit the entire American economy.

Although I have not worked directly with Mr. Jiménez Montero, I have had the opportunity to witness some of his major achievements. One of the notable projects in which Mr. Jiménez Montero participated was the implementation of an automated system for calculating and generating monthly reports related to Full-Time Equivalent (FTE). This report is crucial for evaluating the savings in human resources generated by automated processes compared to tasks performed by human personnel. During this project, he used UiPath (Robotic Process Automation), a tool that has enabled companies to analyze and optimize their resources more effectively, resulting in significant cost reductions and improved report accuracy. With this type of analysis, he not only provided a clear view of the impact of automation on operational efficiency but also helped companies identify specific areas where greater savings can be achieved.

Another significant project in which Mr. Jimenez Montero participated involved focusing on digital inclusion through the digitization of handwritten forms. In many instances, converting data from warehouses and other locations where traditional digitization methods are challenging or impractical presents a substantial difficulty. To address this issue, Mr. Jiménez Montero developed a robot utilizing Robotic Process Automation, supported by Artificial Intelligence technology such as Abbyy FlexiCapture. This robot employs text recognition to

transform handwritten documents into digital formats, thereby facilitating data integration and enhancing the efficiency of information management. Thanks to this approach, he could not only streamline the digitization process but also guarantee higher accuracy in data conversion and reduces the time needed to complete the task.

In summary, Mr. Jiménez Montero is a distinguished professional whose extensive experience and expertise make him the ideal candidate to advance his proposal. His proficiency in developing innovative solutions and his dedication to digital inclusion uniquely qualify him to implement his project to optimize and automate processes and enhance decision-making in small and medium-sized enterprises. I am confident that his proposal will bring substantial advantages to the business sector as well as the Latino community in the United States and moreover, that Mr. Jiménez Montero is the ideal professional to carry out his project in the United States.

Please let me know if you need any further information regarding the professional expertise of Mr. Jiménez Montero.

Sincerely,

Jonathan Rodguez
Software Engineer (Big Data).
Western Union.
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