

Letter of Reference

Ms Sushmita Shyamal born on June 12, 1983 was employed in our company from September 1, 2010 to April 20, 2018 in the IT department as IT Support Specialist.

zooplus AG is Europe's leading online retailer of pet supplies. With over 4 Mio. active customers in 30 European countries and 1,2 Billion Euro revenue in 2017, zooplus is comfortably the market leader in the online segment. zooplus currently has 600 employees in 11 international locations, working in the areas of sales & marketing, IT, logistics and administration.

Ms Shyamal was responsible for:

- Categorize, prioritize and manage issues and provide 1st level support related to logistics, finance, preparing mailings (e.g., re-activation mailings), bulk updates, shops like data feeds, backtracking pixels, orders, loc resources, coupons, images etc.,
- Escalation of issues to 2nd and 3rd Level Support
- Support the Developers, QA and DBAs by providing 1st level support analysis
- Provide necessary knowledge to Shop Managers about production systems
- Monitoring of production systems by using Gomez tool, execute performance tests, checking alerts and identifying issues
- Check Shop error logs on a production server
- Deploy bug fixes and new features provided by developers on the alpha shop and alpha admin & alpha bitiba
- User right management of JIRA, Admin, TeamCity, Wiki, SVN, Gomez and DeskNow
- Create and maintain ServiceDesk/Helpdesk knowledge base
- Maintenance of ServiceDesk/Helpdesk portal
- Provide 24h-Standby-work

Ms Shyamal possesses comprehensive as well as multi-faceted specialist knowledge spanning beyond the mainstream, which she was always able to apply confidently and expertly in practical circumstances. Ms Shyamal always worked in a highly proactive manner and completely identified with her tasks and our company at all times. She always displayed an impressive level of dedication and motivation.

She fulfilled all her tasks completely autonomously, with diligence and according to a well thought-out plan. Additionally she always worked serenely, thoughtfully, target-oriented and highly precisely. Ms Shyamal showed an extremely high level of reliability.

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For all issues she was always able to find excellent solutions. The performance of Ms Shyamal has always and in every respect earned our recognition. Ms Shyamal was always very friendly, supportive, helpful and courteous. Where necessary, she put the interests of others before her own. Her personal conduct with superiors, colleagues and her internal clients was always exemplary and loyal.

Ms Shyamal is leaving our employment on her own accord on April 20, 2018. We regret to see her go, as we are losing a good employee. We would like to thank her for her consistently good performance and wish her all the best and much success in her professional and personal future.

München, April 20, 2018

zooplus AG



Markus Pulch
Head of Enterprise Architecture Group



Regina Pollack
HR Manager