

TECOM Group – Certificate of Experience

26th November 2019

To whom it may concern,

This is to certify that Kunal Nihalaney worked on an assignment for TECOM Group for a period of two weeks in November 2019.

The assignment was part of TECOM Group's annual Voice-of-the-Customer program which aims to assess the experience of business partners' and visitors' across our business communities. Kunal was critical in the collection of this feedback as he personally interviewed those visiting TECOM Group's business communities.

Feedback was shared with Management and insights leveraged to develop specific action plans – designed to reinforce areas of excellence and address those needing improvement.

This was the second year Kunal worked on this program and he played an important role in guiding newer team members. I would not hesitate to recommend Kunal in the future.



Joao Neves

Senior Manager – Customer Insights