

TECOM Group – Certificate of Experience

2nd December 2018

To whom it may concern,

This is to certify that Kunal Nihalaney (Emirates ID Number 7841999-9827690) worked on an assignment for TECOM Group for a period of two weeks in November 2018.

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.

I was impressed by Kunal's work ethic and would not hesitate to recommend him for any future assignments.

Joao Neves

Senior Manager – Customer Insights