

## RECOMMENDATION

Mr. Daniel VESEL, born on 04.10.1985, residing in 1100 Wien, Fontanastraße 3/7/10 was employed in the period from 01.01.2021 to 31.10.2023 in our company. From 01.04.2023 to 31.10.2023 Mr. VESEL held the position of Deputy Head of Delivery Markets in our Delivery Markets department.

As the Deputy Head of Delivery Markets the tasks of Mr. VESEL included:

- Support of the Head of Delivery
- Bridge between international markets with focus on omnichannel and retail
- Responsible for gathering and funneling the needs from the markets and align them with all other markets and the product unit

From 01.03.2022 to 31.03.2023 Mr. VESEL held the position of Business & Product Analyst in our Delivery Markets department.

As Business & Product Analyst the tasks of Mr. VESEL included:

- Acting as key interface between the markets and the product
- Helping to define business problems via in-depth investigation and gathering of technical and non-technical information
- outline detailed requirements for a solution and ensure the delivered solution meets those business requirements

From 01.01.2021 to 28.02.2022 Mr. VESEL held the position of Technical Incident Coordinator in our Customer Support B2C department.

As Technical Incident Coordinator the tasks of Mr. VESEL included:

- Main Contact point for B2B and B2C regarding technical investigations
- Creating and producing monthly reports
- Prioritising and managing workload
- Providing feedback to management and Teamleads
- Working in conjunction with other departments on projects
- Creating escalation tickets/JIRAs/Email and escalating to the relevant department(s)
- Performing tests on the website and tools for bugs.
- Proactively communicating with shops encountering technical issues



In summary it can be noted, that Mr. VESEL was an extremely reliable and loyal employee who has always done his work with the most care and precision to our complete satisfaction. He worked independently in all relevant areas and distinguished by reliability, resilience, team orientation and friendliness towards supervisors and employees. Besides that he was easily adapting to any changes in process and technology that were necessary to carry out his tasks.

We want to thank Mr. VESEL for the good cooperation and wish him all the best for his professional and private future.

Gerasdorf, 26.02.2024

### **Merkur Sportwetten GmbH**

Betriebsstätte Österreich

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Merkur Sportwetten GmbH