



Søborg, 31/8 2023

Recommendation

Zacharias Bakhaug Polonius has been employed in AltaPay Customer Service team as a Technical Support Specialist from April 1st 2022 until august 31st 2023 where I have been his direct manager.

As a Technical Support Specialist Zacharias' main task was to assist our partners and merchants with integration to our eCom payment platform. This also include presenting the technical solution as well as testing and verifying their integration before going live. He is also working close together with the Development department to relay improvement requests and bug reports. Furthermore, Zacharias has experience with POS systems and terminals providing excellent support to our merchants. He has a very positive attitude and professional approach supporting our merchants both written as well as on the phone and he has always been well liked by them as well as his colleagues.

Zacharias has a systematic approach to his job and is good at organizing the different tasks to work with them in the most effective way and as a result get things done according to priority. With his friendly mindset he is quick at offering his assistance whenever unplanned or urgent tasks occur.

Zacharias' professional and personal skills never cease to impress me, and it is without hesitation that I give my best recommendations.

I am of course available for a phone call in case there is a need for further elaboration.

Best regards



Ronnie Nygaard
Director of Customer Service
+45 3015 0129