

## Reference

### Walter Verhoeven

born on July 23, 1969, from the Netherlands, was employed with our company from December 1, 2006, until August 31, 2010, as Database Administrator within Group IT Operations. For the time until January 2009, we refer to the interim reference letter dated December 18, 2008.

Walter Verhoeven's recent position was ZEM Model Manager within Group IT. In this position he had the following main responsibilities:

He was responsible for the day-to-day maintenance of the ZEM model ensuring its continued availability and integrity. He used the ZEM maintenance toolset for model maintenance and migration, model merges and report generation, provided ZEM extracts to data administration and to projects, incorporated reviewed project models into the ZEM master model and produced reports and data extracts to facilitate the project model review process. He was also responsible for identifying required improvements in this toolset and specifying these. Further he helped individual development projects to demonstrate how to use the ZEM toolset and models and provided both, training and second line support for any issues which the projects have with these tools. He assisted with individual project planning activities on tool adoption, usage, costs, report generation and approach to model management and help the project acquire the necessary tools for their needs.

Based on the identified issues with the used toolset, Walter Verhoeven prepared the concept of the Enterprise Information Catalogue (EIC) and managed to get business buy-in for that concept.

In close cooperation with the business users, Walter did successfully deliver releases 1 and 2 of EIC.

In his role as EIC Technical Project Manager he was responsible for the project which included the following tasks:

- Develop concept and technical architecture Sept 1, 2009 - July 31, 2010
- Convert business requirements in technical specifications
- Develop solution
- Support User Acceptance Testing and
- Provide 1<sup>st</sup> level support

Walter Verhoeven has excellent knowledge of the field and very extensive experiences in related areas of responsibility as well (programming) which he pointedly brings to bear in practice. He took advantage of in-house and external opportunities to improve upon his expertise in the field. He speaks English and German fluently and is also very capable in written use of both languages.

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He possesses a good intellectual grasp set priorities properly and maintained an overview. He adhered to deadlines at all times, even under great strain. He was persevering and able to work under pressure, even when demands were high. Furthermore he showed an efficient, precise, goal-driven and independent approach to work. Thanks to his analytic capability he quickly identified problems, actively tackled them and found goal-directed solutions, even for complex issues.

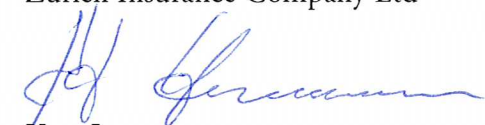
Walter Verhoeven proved himself to be an employee rich in initiative who quite frequently persuades with recommendations of his own. He demonstrated personal commitment, had numerous implementable ideas and actively and creatively participated in innovations. He accurately judged the consequences of his actions and actively as well as creatively participated in innovations. Moreover, he was a confident negotiator and knew how to provide important impetus and sets out new paths. He provided very good performance the quality and quantity of which exceeded our expectations.

We knew Walter Verhoeven as a loyal employee who identified with both his tasks as well as the corporate culture and who participated very well in teamwork. He conveyed his ideas and decisions in a convincing manner and responded in an accommodating way to customers wishes. In addition he welcomed diverging views and founded criticism as a stimulus and was nimble in mastering even situations to which he was unaccustomed. He participated in substantive discussions in a committed as well as constructive fashion and informed his fellow team members completely and in a timely manner. His behaviour towards customers, employees and supervisors was open-minded, co-operative, helpful and team-oriented.

We greatly regret his departure and are grateful to him for his committed work with us. We extend our best wishes for every success in the future.

Zurich, August 31<sup>st</sup> 2010/cs

Zurich Insurance Company Ltd



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