



Testimonial

about

Ms. Valérie Fontaine

Haarlem, May 2017.

L.S.

Ms. Valérie Fontaine has asked me to write a testimonial about her which I hereby will grand with great pleasure.

Ms. Fontaine has worked for the French company **Itris Automation** based in Grenoble. Since May 2016 **ATS Applied Tech Systems BV** in The Netherlands has become a partner of Itris Automation for which Ms. Fontaine worked as **Export Director** and **International Partnerships Manager** for almost 4 years.

I got to learn Valérie as a person who is very dedicated to her work and she must have spent many hours in understanding the products of Itris. These products demand a more than average level of technical knowledge. Although Valérie has no real technical background, she managed to demonstrate, explain and to some level support the products as someone who has used these frequently.

Also in her communication I experienced Valérie to be a very pleasant and tactful person. She is interested in the personal work situation of her business partners and manages to create a bond with them and I am sure also with her colleagues, that makes that in a natural way they are willingly to do "the extra step" for her. Also her unexpected high level language skills added with Valérie's sense of humor contribute in an easy contact with her.

What I have valued in Valérie very much is that she tried to stay in the communication of her business partners with her other colleagues in Itris. It is my personal experience that I had sent an e-mail for support to a colleague of hers, she was not cc-ed, but the same day I received a reaction from Valérie. It explained that it could take longer than normal to receive an answer from her colleague because he was out of the office for business for some days, at a location where Internet access was difficult.

It is this kind of involvement and commitment that makes that a business relation doesn't feel "forgotten" or "unattended", that I have never experienced before with other business relations, but which to my point of view is a very valuable quality in customer relations.

I like to wish Valérie lots of luck in finding a new and higher professional challenge in her life. I am sure she will be a valuable asset to the company that hires her.

Ing. Wilfried Chr. Metz

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