

To whom it may concern,

Sherwin was employed by ZigZag Offshoring, working for PromisePay, in the position of Operations Specialist from January 2016 to August 2016. The role of Operations Specialist comprises of tasks in both a Customer Support and Fraud Prevention capacity. Sherwin was responsible for responding to customer service queries via Zendesk, conducting KYC and Underwriting threshold checks on platform sellers, analysing and investigating suspicious payments from buyers, and completing financial transaction incident reports.

Sherwin can work independently and is extremely reliable when assigned tasks. He is flexible and adaptable to change in a shifting environment, very observant, highly efficient, and able to provide keen insights.

Sherwin would be an asset for your company and has my recommendation. If you have any further questions with regard to his background or time working for PromisePay, please do not hesitate to contact me.

Sincerely,

Ben Jackson



Head of Operations • PromisePay
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