

To whom it may concern,

I would highly recommend Matic Bončina as a candidate for employment. I am Mitch Smith, Managing Director of Shockbyte (<https://shockbyte.com>). Shockbyte is one of the largest game server providers in the world, hosting servers for games such as Minecraft, ARK, Rust and more.

Matic began working with us in March 2019 as a Customer Support Operator - in this position, it was Matic's job to monitor and respond to incoming support requests. This involved assisting clients with any technical issues they may have with their server, troubleshooting errors, managing servers for clients and escalating certain requests to the relevant party when necessary.

Matic's work has been very impressive, and since joining the team has grown to become a highly valued member of our support team and in the highest level role within the team (Level 3).

In addition to Matic's customer support work, he is also very skilled in IT & server hardware, and has taken initiative to assist the company in these areas as well.

Matic is very friendly and gets along with all of our staff. He is a quick learner, takes initiative and during his time at Shockbyte, Matic worked efficiently without complaints. I would highly recommend him as a candidate for employment.

Yours faithfully,

Mitch Smith
Managing Director
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