



Reference № 2075/11.11.2011

LETTER OF REFERENCE

November 11th, 2011

To whom it may concern,

This letter is in reference to our successful partnership with JobTiger in completing a great number of recruitment projects over the past almost 6 years.

With over 26 years of industry experience, Sitel has twice been ranked as the top overall call center outsourcing provider in Datamonitor's annual Black Book of Outsourcing survey. Sitel's 57,000 employees provide clients with predictable and measurable Return on their Customer Investment by building customer loyalty, increasing sales and improving efficiency. Sitel's solutions span 135+ domestic, nearshore, and offshore centers in 26 countries across North America, South America, Europe, Africa, and Asia Pacific. The company is privately held and majority owned by Canadian diversified company, Onex Corporation.

Sitel started to establish our near-shore subsidiary in Bulgaria beginning 2006. Our first contact with JobTiger was prior the "Career Days - Job Fair" in NDK in March 2006. JobTiger actively supported us in making the necessary contacts and getting a proper positioned stand to introduce our company to the Bulgarian market.

Since then we work in close cooperation with JobTiger to get the best suitable staff for our business. With JobTiger we built up teams for our 6 projects covering Customer Care Business, Technical Support, Financial Services and Telesales for all contact channels (phone, fax, Email) for 22 languages across Europe and Asia.

The proven experience and professional practice they brought to our organization include:

- Expertise in maintaining solid databases of people speaking a diversity of foreign languages - throughout the years of our business collaboration JobTiger has helped us appoint employees speaking fluent German, French, Italian, Dutch, Swedish, Norwegian, Lithuanian, Hungarian, Czech, Slovak, Croatian, Polish, Turkish, etc.;
- Successful recruitment of management and administrative positions
- Conducting of different market surveys
- Verifiable success in recruitment of highly qualified and motivated professionals leading to prosperous and lucrative projects;
- Consistent contribution to the completion of all assignments on time;
- Uncompromising professionalism, dedication and attention to detail which has made JobTiger a trustworthy and reliable key partner for us.

JobTiger has gained not only our trust and respect but our complete satisfaction and admiration. I hope our recognition and strong recommendation for beneficial partnership.

Please feel free to contact me if you require any further information.

Sincerely,


Poliksena Doitchinova
HR Manager

