



WORK CERTIFICATE

To Whom it May Concern

We confirm that

Mr. Manuel Hitz

born on 16th of May 1980, was fully employed by our company, from January 3rd, 2018, until August 31st, 2021, as Frontend Software Engineer in the Engineering & Research Department.

Manuel's duties and responsibilities in this capacity primarily comprised:

- Build an ecosystem of web applications based on a shared design system, UI components and an SDK
- Integrate the APIs and web sockets of the Bestmile backend microservices to provide a state-of-the-art web interface to mobility providers' staff (Bestmile customers)
- Support the transition from legacy services to new micro-services with no service interruption or feature loss in the frontend
- Implement complex visualizations, for features such as "fleet scheduling", "traveler journeys", "timetable design", which include flow diagrams, or complex tables
- Build complex, map-based interfaces, displaying large and live sets of data coming from real-life assets and Bestmile's optimization engine
- Implement and support various apps and tools internally to support Bestmile's team efforts, such as demo apps for Sales teams or developer tools for other technical teams
- Match and maintain a high code quality across the whole frontend code base
- Lead and evangelize engineering best practices
- Work closely with stakeholders, such as the Product, Design, Customer Success, or Research teams at Bestmile, and maintain an efficient and healthy collaboration
- Participate in running and improving an efficient development process within the engineering team

In this matter, Manuel showed exceptional achievements and was internally promoted from *Senior Software Engineer*, to *Distinguished Software Engineer*, which was the highest role for a technical individual contributor at Bestmile.

His main achievements were:

- Specification, implementation, and delivery of a fully customizable permission system (RBAC) on top of the existing web applications (backend and frontend)
- Development and maintenance of a serverless middleware for the Bestmile mobile Traveler Apps
- Lead by example for engineering best practices, such as Continuous Development and API standards across the technical teams

Bestmile

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- Keep a very efficient communication level with all stakeholders across the company, regarding maintenance, new features, or bug discovered
- Successfully learn and achieved proficiency in technologies required for his duties, such as ReactJS, NodeJS, Mapbox, Flow, NextJS, TailwindCSS, and more
- Transition several legacy services to new systems without down time or feature loss
- Keep a test coverage across all web apps, above 80%

Manuel possessed proven expertise and extensive experience in his area of responsibility. He often surpassed the specifications, we were highly satisfied with his performance.

Manuel showed outstanding initiative and remarkable commitment. When faced with challenging situations, he adapted immediately to circumstantial changes and remained remarkably calm and assured. His tasks and projects were always meticulously prepared, very logically structured and exceptionally well planned. In the performance of his duties, he always adhered to internal quality standards, applied them correctly and drew others' attention to them.

He communicated in a timely, sincere and comprehensive manner, paying due attention to the various interests of his addressees, their need for information and their situation. Manuel reflected on his actions and adopted a highly professional attitude to suggestions and recommendations from others. One of his strong points was the ability to integrate easily into a team and to collaborate with a variety of groups. Moreover, he placed the interests of the team above his own whenever possible. Management and staff alike appreciated him greatly and held him in high esteem. We came to know Manuel as an exceptionally valuable employee who exhibited unequivocal devotion to his duties and the company.

Manuel left us on 31 August 2021, as the company was unfortunately closing business. We very much regret his departure and can recommend Manuel Hitz on a professional as well as on a personal level with no hesitation.

Lausanne, 31st of August 2021

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