

# Letter of Recommendation

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September 29th, 2025

To Whom It May Concern,

I am writing to recommend Andrej Glavnik for any role he chooses to pursue. Over the past two years directly managing him at Databox, I have had the privilege of witnessing his valuable contributions, his growth, and his dedication to both our team and our customers.

From the very beginning, Andrej's strong technical background stood out. His ability to troubleshoot complex cases quickly and collaborate effectively with our technical support team has been instrumental in improving the efficiency of our processes and ensuring customers received timely solutions.

Beyond his technical expertise, Andrej has consistently demonstrated collaboration within the team. He has led trainings to deepen our collective product knowledge and improve efficiency, and he was instrumental in implementing a process that helps identify when a customer would benefit more from a call rather than continuing in chat. By sharing his knowledge and best practices, Andrej has elevated the performance of other team members he's worked with.

In addition, Andrej has supported our Sales Development team by identifying leads and asking thoughtful discovery questions to uncover opportunities. His proactive approach has had a measurable impact on both our customer experience and business outcomes.

Andrej's blend of technical skills, dedication, and team-first mindset makes him an invaluable asset. I am confident that he will bring the same level of initiative and impact to any future opportunity.

Sincerely,

Emil Korpar  
Director of Support  
Databox

