

May 4, 2012

**RE: Reference for Javier Naranjo**

To whom it may concern,

I worked together with Javier since he first joined the SupportSoft, now Consona, European team. Javier's role was primarily pre-sales and I collaborated with him on preparing pitches and, subsequently, documenting customer requirements.

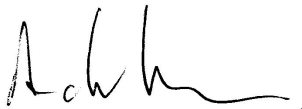
Javier took pride in understanding the products with which he worked and was always ready to walk customers and partners through the features. He played a key role in Spain for our existing business and in winning new business.

Javier also took responsibility for managing Consona's relationship with a large telecommunications company. This involved understanding their contractual obligations and working both internally and with the customer to build on the business relationship.

Through my years working with him, Javier has shown he is a responsible, focused individual who strives to deliver the best solutions to customers. He is always ready to help the team be successful and can be relied on to meet his commitments.

I wish Javier all the best in the future and am happy to recommend him.

Sincerely,



**Andrew Cornford-Matheson**

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