



September 4, 2025

EnterTalkPro Limited

8th floor, China Hong Kong Tower 8-12
Hennessy Road, Wan Chai
Hong Kong.

To Whom It May Concern:

It is with great appreciation that we write this letter of recommendation for Ms Agata Di Calogero, born 11-09-1993. Agata has been an integral part of our organisation from May 2020 to July 2025, serving as a Supervisor for our Italian team throughout this period.

From the very beginning of her tenure, Agata distinguished herself as a strong and dependable leader. She consistently demonstrated sound judgment, a calm and solutions-oriented approach, and the ability to guide teams through complex and sometimes challenging situations. Her leadership style was characterised by empathy, professionalism, and a clear sense of direction, ensuring that her teams worked with both accountability and support. As a result, the teams under her supervision delivered reliably and on time.

Agata excels in people management, showing a rare ability to bring together diverse personalities around shared objectives. She sets clear expectations, de-escalates conflicts with composure, and inspires trust. Her presence contributed not only to operational stability but also to a positive team culture.

Her main responsibilities as Supervisor included:

- Leading and coordinating the daily work of the team to ensure efficiency, quality, and adherence to company guidelines.
- Handling escalations and ensuring timely, high-quality resolutions with clear and professional communication.
- Monitoring team performance, workload distribution, and setting clear goals/KPIs to secure reliable delivery.
- Preparing payroll inputs, verifying calculations, and carrying out salary QA checks to ensure accuracy and compliance.
- Drafting, updating, and enforcing guidelines and SOPs to standardise quality and processes.
- Supporting onboarding and training of new team members, and coaching the team to meet or exceed targets.
- Performing platform QA checks and bug triage, identifying anomalies, and coordinating with relevant stakeholders to ensure fixes.
- Preparing reports, analyses, and automated dashboards, often using Google Sheets, Excel, and Apps Script to improve data accuracy and efficiency.
- Providing EN–IT translations of guidelines, internal documentation, and customer communications where needed.
- Collaborating cross-functionally with other GEOs and departments to ensure alignment and knowledge sharing.

Alongside her leadership qualities, Agata possesses outstanding technical expertise. She is highly skilled in Google Sheets and Google Apps Script, and has advanced proficiency in Excel. She developed automated

workflows, QA checks, and dashboards that streamlined processes, reduced manual effort, and improved data accuracy. She is also confident working with JSON and modern data analytics tools, which enables her to integrate and interpret complex data across various systems. These skills, combined with her fluency in English, made her a valuable contributor in cross-functional and international collaborations.

Reliable, autonomous, and a strong team player, Agata has consistently shown ownership and follow-through in all her responsibilities. She communicates clearly, delivers on commitments, and is trusted by both management and her peers.

It has been a privilege to work alongside Agata, and I have no hesitation in recommending her for future opportunities. She brings together leadership, technical acumen, and interpersonal strength in a way that makes her an asset to any organisation.

Please feel free to contact us for further information at hr@entertalkpro.com.

Kattis B-Eriksson

Best Regards

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