

To Whom IT Might Concern,

E.ON Digital Technology GmbH

Brüsseler Platz 1
45131 Essen
Germany

December 30, 2021

Recommendation letter

Ms. Tanja Heimes has worked directly under my supervision from 1st of January 2021 until 31st of December 2021. During that time, Tanja has fulfilled a Problem Manager position covering the most critical incidents within the group and cross countries. She has displayed a high degree of integrity, capacity for self organizing her work and delivering results in a very complex environment with difficult stakeholders. She contributed actively to the team success and developments of the ITIL Problem Management practice.

Ms. Heimes has excellent knowledge of ITIL Problem Management practice and is very open to improve and adopt new ways of working. She actively suggested improvement ideas for the process and tooling.

For successfully completing problem investigations, she displayed very good facilitation skills, bringing experts together and was able to communicate to different audience groups, from technical and top management. She has facilitated problem investigations in dedicated business areas where repeat incidents were identified.

Ms. Heimes would be an asset to any company, and I recommend her.

If you have any requests or questions do not hesitate to contact me.

Yours sincerely,
Dr. Cristina Tarean
Head of Service Steering
E.ON Digital Technology GmbH

Chairwoman of the
Supervisory Board:
Dr. Victoria Ossadnik

Managing Directors:
Christopher d'Arcy
Christoph Hanewinkel
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