Experis AG
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Mr.
Jonathan Raymond Heyerdahl
Mühlackerstrasse 104
8046, Zürich
Switzerland

Zürich, 14. Jul. 2025

Employment Reference

To Whom it May Concern

Experis AG, a Manpower Professional Company, is one of the world's leading IT&T recruitment specialists. With a truly global presence, our expertise provides an unparalleled service to both employers and job seekers within the IT&T recruitment industry.

Mr. Heyerdahl, born on **27. September 1974**, served admirably as an **DevOps Platform Engineer** for our esteemed client, **Bank Julius Bär & Co. AG**, from **07. October 2024** until the **03. December 2024.**

During his tenure, Mr. Heyerdahl, undertook the following responsibilities:

- Definition of the Java and .NET platform standards together with the development teams
- Engineering and maintaining of all platform components
- Driving modernisation of the runtime platform, ensure continuous improvement
- Implement services and APIs to integrate the platforms with the continuous delivery pipelines of the application DevOps teams
- Implement processes to run the application platforms fully automated
- Support the leadership driving the platform towards the committed objectives
- Remove underused Octopus Deployment targets for .NET, Java and Kubernetes platforms
- Deploy development platform to Azure (Coder)
- Deploy and enable SSO with Open ID Connect (OIDC) for Coder on the Azure platform
- Document the Azure and Kubernetes infrastructure for the move from on-prem to cloud

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Mr. Heyerdahl was always friendly, team-oriented, and reliable. These qualities were appreciated by customers, colleagues, and supervisors. His performance met our expectations, and he showed solid knowledge in his daily work. He was especially reliable and carried out his tasks accurately. Mr. Heyerdahl worked independently and managed his workload well. He was open to taking on new tasks.

Overall, we were very satisfied with Mr. Heyerdahl's performance. We thank him for his contributions and wish him continued success in his future endeavors.

Best regards,

Experis AG

Core Admin
Randy Moncion

revendex.

Arbeitszeugnis

Wir bestätigen, dass Herr

Jonathan Heyerdahl
geb. 27. September 1974
amerikanischer Staatsbürger

vom 1. August 2023 bis 30. April 2024 als LINUX Administrator / System Engineer in unserem Unternehmen tätig war.

Sein Aufgabengebiet umfasste im Wesentlichen folgende Tätigkeiten:

- Automatisierung Build & Deployment
- Build & Releasemanagement
- Aufbau und Betrieb neuer Server mit Virtualisierungssoftware Proxmox
- Aufbau von Kubernetes
- Aufbau und Weiterentwicklung Testumgebungen mit Docker
- Aufbau und Betrieb Datenbanken
- Austausch Hardware
- Inbetriebnahme neuer Hardware
- Aufbau VPN zu Kunden

Herr Heyerdahl bringt für seine anspruchsvolle Funktion ein gutes Fachwissen aus Theorie und Praxis mit. Er zeichnete sich als fleissiger und freundlicher Mitarbeiter mit einer guten und raschen Auffassungsgabe und einer selbstständigen Arbeitsweise aus. Mit seinen Leistungen waren wir sehr zufrieden.

Herr Heyerdahl hat sich korrekt gegenüber Vorgesetzten und Kollegen verhalten.

Wir wünschen ihm für seine berufliche und private Zukunft alles Gute.

Otelfingen, 30. April 2024

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Brian Zulauf

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CREDIT SUISSE

INTERIM REFERENCE for

Mr. Jonathan Heyerdahl, born September 27, 1974

Date of entry: September 1, 2021

Mr. Jonathan Heyerdahl joined our company on the above date with the title of Assistant Vice President.

Mr. Heyerdahl works in the Unified Collaboration - Video Switzerland area within Chief Technology & Operations Office. As an IT Operations Specialist, he is primarily responsible for the following tasks:

- Acting as a DevOps administrator for Credit Suisse's customer-facing Instant Messaging solution (MyChat)
- Serving as a key Subject Matter Expert of the core deployment team during MyChat inception, taking responsibility for knowledge buildup and transfer

In addition to the above, Mr. Heyerdahl has assumed the following responsibilities:

- Working closely with a vendor and other stakeholders to resolve ongoing MyChat issues; understanding pain points of end users and collaborating with the vendor and the internal team to address and remediate those issues
- Designing, engineering and operating Azure Kubernetes Service and/or Azure Redhad Openshift environments
- Documenting designs/architectures including system specifications, operating guides/runbooks and supporting documentation
- Ensuring cloud provisioning and automation
- Running the system "as a service" to internal stakeholders
- Updating and customizing existing runbooks to add details related to Credit Suisse internal components for the above based on direction and input provided by Credit Suisse
- Training/guiding the operations team to follow the runbook and documents for onboarding users

We hereby confirm that Mr. Heyerdahl is a committed and competent member of Middle Management who shows an analytical way of thinking and broad specialist knowledge. We would especially like to mention his willingness to volunteer and seek opportunities to accept responsibility. Mr. Heyerdahl completes his tasks in a client-focused manner and produces good results in terms of both quality and quantity, thereby meeting our requirements.

We have come to appreciate Mr. Heyerdahl as a dynamic, flexible and strongly motivated employee who displays excellent communication skills and readiness to face new challenges. His helpful and particularly team-focused nature ensures that he is held in equally high regard by all who work with him. Mr. Heyerdahl's conduct toward clients, superiors and colleagues is friendly, obliging and professional at all times.

We are issuing this interim reference at the request of Mr. Heyerdahl. We would like to take this opportunity to thank him for his contribution and wish him all the best and every success for the future.

CREDIT SUISSE SERVICES Ltd.

Dorothee Schobert-Sargent
Head of Workspace Devices Services

Christoph Graber
Head of Unified Messaging

Zurich, December 23, 2022 / ac

INNOVEO

Letter of Recommendation

Zurich, 30th October 2020

We are pleased to confirm that Mr. Jonathan Heyerdahl, born on 27.09.1974, from the United States, was employed at our company Innoveo AG as DevOps System Engineer from 1st December 2019 until
31st October 2020.

His assignment contained especially following responsibilities.

- Setup and deployment on Amazon EC2 for test, training, production and demo instances
- Managing user accounts for our development systems and customer installations
- Engineering and support of our infrastructure architecture for SaaS
- Implementation of the required infrastructure as well as implementation of the deployment process for our SaaS setup
- Management of security aspects, including server hardening
- Data backups and system/network monitoring
- Security assurance through several technologies and methods

Mr. Heyerdahl used following tools amongst others, in order to fulfill the tasks assigned to him and to work based on the agile development method Kanban:

- Jira, Confluence, Git, TeamCity
- Apache Webserver, Apache Tomcat, MySQL
- Linux, Puppet, Virtualization

Mr. Heyerdahl was competent, very self-motivated and completed the assigned tasks to our satisfaction. Due to his professional competence he was able to familiarize himself with our work environment in a short time and perform his duties in an efficient and reliable way.

We got to know him as a hardworking and sincere person who was recognized as a valuable member in our company. Mr. Heyerdahl's attitude towards his superiors, colleagues and customers was cordial and respectful at all times.

Due to his supportive and friendly attitude, Mr. Heyerdahl was very well integrated in our company quickly. We are very sorry to lose him and are sure that Mr. Heyerdahl will be a great asset for any company. We would like to thank him herewith for his commitment towards our company and wish him all the best for his personal and professional future.

Yours truly,

Nicola Stefania
COO

Cornelia Oeschger
HR Manager

Stamford
An Allegis Group Company

Letter of Reference

Stamford Consultants is specialized in recruiting Business and Technology experts within the Financial Services, Life Science and Engineering sectors. Thanks to our highly skilled international team, we have earned the distinction of being a preferred supplier of Contract, Permanent and Executive Search services for many of the most respected and recognized companies.

Mr. Jonathan Heyerdahl, born September 27th , 1974, native of United States of America, worked for Stamford Consultants from July 02nd, 2018 to August 31st, 2019 as a IT System Administrator for our client UBS AG.

Mr. Heyerdahl's principal duties in the function of IT System Administrator were as follows:

- Configured thousands of Dell, HP and Lenovo appliances throughout Switzerland. Used BASH shell scripts to gather data, including Firmware and host BIOS levels, local account information LDAP and AD groups, hostnames, management console IPs, serial numbers, service tags, etc
- The project joins over 80,000 endpoint servers running all enterprise versions of Windows, RedHat Linux, ESXi and Solaris (blade chassis, VMs, and physical) to appliances in an effort to monitor, record and resolve vulnerability issues on a global scale.
- Updated firmware on blade chassis and endpoints, then on-boarded to management appliances.
- Worked with global teams to troubleshoot failures and resolve certificate issues, shared project progress with JIRA.
- Endpoint monitoring done via HP OneView, Dell Open Manage Enterprise and Lenovo X Clarity Administrator.
- Certificate requests utilized Z flow, security controlled via CyberArk.

Alongside his outstanding general knowledge, Mr. Heyerdahl also possesses profound and comprehensive specialist skills that always enabled him to independently and competently react to changes. From the outset he managed to carefully handle the extensive workload and bring about the best results thanks to his great expertise.

He has displayed remarkable organisational abilities combined with exceptional perceptiveness and quick-wittedness – qualities which have helped him to find effective solutions and to apply the procedures and methods he introduced in a professional manner. We have been consistently impressed by his excellent performance.

Although challenging objectives were set, he has comprehensively exceeded them, thereby earning the gratitude of all his managers, clients and business partners. He has always managed to overcome problems, even the least expected ones. This success is the result of his tenacious approach to work, firmly focused on methodically achieving the goals set.

Even under very high pressure, Mr. Heyerdahl was able to master his field of work excellently. Additionally, he carried out all jobs speedily and efficiently, even in tough times. When confronted with new tasks, he recognised the essential points right away and maintained a clear overview at all times.

His level of commitment far exceeded our expectations. He has always displayed independence, and a serious and responsible approach, and produced impeccable work.

Mr. Heyerdahl is entirely trustworthy, efficient, methodical and accurate in his work. He has always performed to our complete satisfaction.

He has always displayed an exemplary attitude to his managers, colleagues and clients.

We are very sorry to lose Mr. Heyerdahl and would like to thank him for his excellent work. We have no hesitation in recommending him warmly to any future employer, and he leaves with our best wishes for his future career.

Allegis Group AG

Nicole Grünenfelder Fuchs
Executive Director Operations
Basel, August 31st, 2019

Letter of recognition

As EMEA Field support manager HCL, I hereby declare that Jonathan Heyerdahl is working in my team as IT cluster lead in the Swiss area.

In this role he is giving technical guidance to multiple desktop engineers on several sites in Switzerland. He is also responsible for the schedule of the resources, and arranging back fill when required. He is taking the lead in major technical projects and often working to together with the technical architect and over project managers.

The environment Jonathan is working in is extremely demanding and can be classified as very complex. The customer is a leading global company in the beauty industry with more than 5 locations with all different environments like: Production, distribution and offices, all with their own special needs.

The support given on this account is 24/7

I have come to learn Jonathan as an engineer whose skills are far beyond the one for a normal desktop engineer, so as his devotion to: "get the job done". His technical skills are beyond required but his focus and determination for and to the customer makes him what he is today, not a desktop engineer but more a part of the process.

Jonathan's area for improvement is patience, especially in bigger organizations where things take a bit longer than expected and hoped for.

The customer recognized his overall qualities in many occasions and expressed their gratefulness many times.

I would recommend Jonathan without a shadow of a doubt and I am willing to explain by phone and give additional information or feedback when required.

Tom Sijffers February 13, 2017

+31683668575

HCL

Tom Sijffers HCL EMEA Field Support Lead

New York City Transit

Memorandum

October 1, 2014

To whom it may concern,

Jonathan Heyerdahl began working for my business unit in 2013 as a senior-level Computer Specialist, handling Linux-related issues, system monitoring and VMware architecture deployment. He worked with hundreds of customers with network security and Active Directory issues, frequent contact with hardware and solution vendors, and maintained health checks for thousands of physical servers in multiple data centers in New York City.

Jonathan is highly motivated and displays a true passion for his work in high-tech. He works well without supervision and his work frequently exceeds the expected level. Jonathan is very thorough, detail-oriented and willing to do whatever it takes to complete a project. He expects nothing less from his peers, colleagues and superiors.

Mr. Heyerdahl left the MTA/New York City Transit in 2010 by his own choice to care for his terminally-ill wife. When he came back in 2013, I had absolutely no reservations rehiring him and as true now as it was then, I would have no reservations hiring him again in the future.

Your organization will undoubtedly benefit from the dedication and wide-range of expertise that Mr. Heyerdahl brings with him. I sincerely wish him the best in all of his future endeavors.

Thank you,

Steven Carbonaro
Manager, Technology and Information Services
MTA/New York City Transit

New York City Transit

memorandum

April 20, 2010

To whom this may concern,

I have had the honor to know Jonathan Heyerdahl for the past several years in a variety of capacities. I first met Jonathan as his peer when I was hired at the MTA New York City Transit as the Director of Cyber Security back in 2007. Jonathan immediately impressed me from day one. Jonathan has proven to be a well respected and responsible, senior engineer in the very short period of time that I have come know him. Over the years we have become very good friends who often call upon each other for assistance and/or advice. I have to make it a point to keep in contact with such a great personality. I am very proud of him and of his many accomplishments and I am saddened to see him leave. It will be very difficult to replace such a person with the caliper of knowledge, experience and foresight such as Jonathan. I feel he would be a great asset to any organization as he is able to communicate at any level in addition to having the capability of creating an excellent rapport with people of all ages.

Regards,

Ed Cheng

Edmund Cheng
MTA NYC Transit
Director - Cyber Security Operations Center
TIS/Information Security and Controls
Tel: 718-694-5740
Fax: 718-694-1055
*Cell: 646-879-8638 (Nextel DC) 172*287*3256*
EMail: edmund.cheng@nyct.com

"Working to Expect the Unexpected"

MTA New York City Transit

memorandum

Date: April 19, 2010

To: Whom it may concern

Re: Letter of recognition

Jonathan Heyerdahl was an employee of MTA New York City Transit Authority in Technology and Information Services Division Security Operations (TIS SO) unit from December 2005 until his resignation in May 2010. He was a lead technician in design, with successful implementation and support for Identity Management project that covered approximately 94,000 NYCT active employees and retirees. Specifically Jonathan Heyerdahl implemented "User Application Service" part of Identity Management that includes: user self-activation and registration system, user password self-service, user account request workflows and enterprise White Pages. He also implemented Access Manager System (MyAccess.nyct.com web site).

Another of Jonathan's major accomplishments during his employment with NYCT was implementation of the PKI (Public Key Infrastructure) project. He was successful in building the PKI infrastructure that can support all NYCT networked employees with certificates to encrypt and digitally sign electronic documents.

As a member of the Security Operations team he made significant contributions to build and maintain our systems, including the mastering of SuSe LINUX server management. As a key member of Information Security team, Jonathan was responsible and oversaw implementation of all wireless data communication defense systems

In addition, Jonathan Heyerdahl was assigned to work with the NYCT Cyber Security Center (CSC) to monitor, analyze and actively respond on any emerging threats in NYCT WAN. Jonathan was also conducting cross-training classes teaching his colleagues advanced technology and skills needed to manage new systems.

Mr. Heyerdahl has proved a quick study in all new technologies he was exposed to. He is highly motivated and well organized. He is a hard working and very dedicated to his job and his colleagues and his work always exceeded expected level.

I am sure Jonathan Heyerdahl will be a great asset to any company or organization that will use his service.

Sincerely: _____ Date: 19-04-10

David Papismedov
Assistant Chief Officer
Technology and Information Services
Security Operations
Tel: (718)-694-3255
Email: David.Papismedov@nyct.com

November 4, 2004

To Whom It May Concern:

Jonathan Heyerdahl started working with New York City Transit doing the legwork for another technician: running cables, moving computers and the like. Within two weeks, he was responsible for all troubleshooting and maintenance for two floors of the NYCT headquarters, and within two months he was moved to the Office of the Vice President of Human Resources; a very visible position for the contract's newest technician.

As the sole technical resource for all network and desktop issues throughout the Human Resources complex, Jonathan's technical gift and desire to exceed expectations in every capacity has made him an invaluable asset to the organization. Despite the enormous volume of work, he has provided us with an expedience of service and quality of support heretofore unseen.

Jonathan is a bright, curious young man who is diligent, reliable, and conscientious. He is eager to take on new responsibilities and projects, and most importantly, is not afraid to ask questions. He excels at problem solving, has a keen eye for detail, and is always looking at the "bigger picture." His work never had to be supervised, for he clearly understood the scope of his work and took steps to ensure that nothing was ever left unfinished.

His passion for technology and world-class customer service is an incredibly rare combination of qualities to fine; it is truly our loss to be without him.

I have absolutely no reservations in recommending Jonathan for a job, and regret only that another organization will have the benefit of his employment. If you are seeking an employee who will raise the bar for everyone, you should hire Jonathan Heyerdahl.

Sincerely,

Rocco V. Cortese
Asst. Vice President,
Operations Training
New York City Transit