



MINISTRY OF THE INTERIOR
Program office
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It is my pleasure to recommend Mr. Jakub Zahradka, who worked in CZECH POST, s.e. as Director of project office.

I would like to thank him for cooperation with our office on implementing following project. I would like to point out exemplary management of establishing support Call Center and processing for ensuring full support of citizens in CR.

Data Inboxes, government project to provide secure electronic mail delivery solutions for citizens, companies and government in order to supplement direct mailing services - 2008/2009:

- Preparation and execution of the training process for the 1000 branches (6000 agents)
- Preparation of training documentation for agent training
- Maintenance of operational training documentation
- Establishment of supporting Call Center
- Coordination of technical sub-contractors of the project

Jakub Zahradka is flexible manager. I was very satisfied with his work and I want recommend him.

Lazslo Hajnal

Director of Program office
Ministry Conselour