

RE: Reference letter for Jack Malloch

To whom it may concern,

I am pleased to provide this letter of recommendation for Jack Malloch, who worked at EdgeTier as a Sales Engineer from March 2024 to May 2025 in our Dublin office.

During his time at EdgeTier, Jack contributed strongly across both customer-facing and internal technical work. He quickly developed a strong understanding of EdgeTier's platform and was able to communicate its value clearly to customers, prospects, and internal stakeholders.

In a sales engineering capacity, Jack supported customer onboarding conversations, helped explain technical concepts, and worked to ensure customers had the best experience possible during our sales process.

Jack was particularly effective at understanding customer requirements, identifying areas where EdgeTier could help solve customer problems, and communicate those needs clearly back to internal teams. He worked closely with colleagues across sales, customer success, engineering, and data science, and was a strong collaborator in diagnosing issues, shaping solutions, and helping connect customer feedback with product and technical implementation.

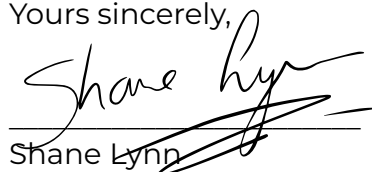
Jack has a relatively rare combination of enough technical skill to diagnose and test and API error while also being able to speak with customers about their business goals and trial success criteria - ideal for the sales engineering role.

Jack brought a positive and professional approach to his work and our office. He was reliable, curious, and eager to take on responsibility, and he built strong working relationships with both customers and colleagues.

Jack left EdgeTier due to medical circumstances rather than performance-related reasons. I would be very happy to recommend him for future Sales Engineer, Solutions Engineer, FDE, or customer-facing technical roles; Jack will be a valuable addition to his future place of employment.

I'm happy to speak about any detail of the above at any point,

Yours sincerely,



Shane Lynn
CEO. EdgeTier