

February 29, 2016

LETTER OF REFERENCE

We confirm that Ms. Maria Victoria Guirado Ladero, born on March 9, 1984, Spanish citizen was employed with Citrix Systems as Senior Order Management Associate from September 5, 2011 until November 30, 2015.

Citrix (NASDAQ:CTXS) is leading the transition to software-defining the workplace, uniting virtualization, mobility management, networking and SaaS solutions to enable new ways for businesses and people to work better. Citrix solutions power business mobility through secure, mobile workspaces that provide people with instant access to apps, desktops, data and communications on any device, over any network and cloud. With annual revenue in 2015 of \$3.28 billion, Citrix solutions are in use at more than 400,000 organizations and by over 100 million users globally.

As **Senior Order Management Associate** Maria Victoria's main responsibilities and tasks were:

- Ensure that all order / case requests are processed through our systems within the communicated Service Level Agreements and according to Citrix guidelines, order / case management processing approved procedures, audit compliance rules, and revenue recognition guidelines
- Be first point of contact for our Distributors / Partners in relation to all queries related to product and service delivery and fulfilment, product availability (release dates, inventory availability), delivery times and turn-times, incoterms, freight, duty, VAT, license delivery and fulfillment.
- Be first point of contact for our internal and external customers: Order processes / order status, billing processes and billing status. In addition, be single point of contact for: maintenance renewals and license management queries
- Identify and escalate order issues to management in a timely manner
- Effectively communicate activity status and issues
- Maintain daily, weekly and quarterly defined team metrics and processing SLAs
- Participate in month and quarter end closing – extended hours and quarter-end weekend working are a requirement
- Demonstrate an understanding of new program and promotions and the impact on the order processing and license management procedures
- Adhere to the corporate records retention policy
- Work closely with the management team to address issues and clear orders. Perform all responsibilities in accordance with company guidelines and standard operating procedures and appropriate industry and regulatory standards, guidelines, rules and regulations

In addition to the above listed, she delivered excellent training and QBRs and ensured that customers adhered to processes and training requirements. We know Maria Victoria as a loyal and committed employee who possesses comprehensive know-how which exceeded the scope of her area of activity.

Maria Victoria has a really strong personal need to achieve and she constantly aimed for and achieved high standards. She was a very customer focused employee who built excellent relationships with customers, both internal and external. She adopted an open communication and cooperating style with her key business contacts. She communicated information regularly to those who would benefit from it. She was a team player who always kept her peers and management updated on her schedule.

She was open to new ways of doing things and always willing to volunteer for new tasks and anything she could do to support the team. Due to her underlying curiosity to learn more, Maria Victoria was constantly seeking out opportunities to deepen and broaden her skills.

She has a real capacity to motivate and lead team members towards the organization's goals. Thanks to her well understanding other people and maintaining a sensitivity towards their needs, she was able to operate effectively with them. She was well capable to interpret events and information in order to subsequently draw sensible conclusions.

We know Maria Victoria as hard worker who is reliable and creative and has a good sense of humor and worked independently. She is able to adapt quickly and well capable to thrive in a fast-moving environment and even in times of high stress, she handled her work effectively in a precise manner. She has never complained about the requirement to work extended hours or weekend work at quarter ends. She is a strong performer and her level of commitment exceeded our expectations. We have always been very satisfied with her performance.

Maria Victoria left Citrix Systems International GmbH at her own request on November 30, 2015. We regret her decision and want to take this opportunity to thank her for the excellent contributions she has made to our company. We wish her every success in the future.

Citrix Systems International GmbH



Tracy Carroll
Lead Analyst & Team Lead OS, EMEA



Ursula Brändle
Sr. HR Generalist

This reference letter does not contain any codes.