

March 17, 2025

U.S. Citizenship & Immigration Services
United States of America

To Whom It May Concern,

My name is Des Traynor and I am the Chief Strategy Officer and Co-founder of Intercom, a company valued at over \$1.3 billion that helps businesses talk to their customers using an online web interface shown for more than 30,000 clients. I first became acquainted with Liam within the vibrant Irish tech community, where his reputation for exceptional talent in software and groundbreaking technological solutions had already begun to take root.

What immediately sets Liam apart is the rare combination of having technical prowess and entrepreneurial vision that is typically found only in the most successful technology founders at such a young age. Having begun programming at just 9 years of age, Liam demonstrated a level of technical maturity and self-direction that is exceedingly rare, even among seasoned professionals in our industry, way before conventionally sought.

When he was just 14 years old, Liam won an Educational Achievement Award from Trinity College Dublin for an insightful essay on building mobile operating systems, and by 15, he was recognized at the CoderDojo Coolest Projects competition as the winner of Best Mobile App among 10,000 attendees. This accolade, presented by Dogpatch Labs—a key technology and startup hub in Dublin working closely with the Irish Government—serves as national peer recognition of his innovative capabilities. This is where I have personally had the opportunity to witness Liam's excellent technological abilities firsthand as Intercom has supported various ventures within Dogpatch Labs. When he was 16, Liam began securing high-profile freelance projects that further solidified his standing within the technology community. He started to become recognized within tech circles in Ireland and further afield for services in Mobile and Web Development.

Shortly after, Liam participated in Patch at Dogpatch Labs—a programme with the aim of accelerating talented and extraordinary young people in technology and the sciences. This is where I mentored Liam alongside the rest of his cohort during his time at the Patch accelerator when he was just 17, where he demonstrated outstanding technological solutions in automated document processing at scale and showcased phenomenal combination of design and engineering skills.

In my experience building and scaling Intercom from its earliest days, I've developed an eye for recognising exceptional talent. Liam Mendes possesses that rare combination of technical skill and entrepreneurial drive that defines the most successful individuals in our industry.

The United States will benefit greatly from Liam's talent and I have no doubt that he will continue to make significant contributions to technology and innovation at the highest levels. I therefore confidently provide my strongest recommendation for Liam Mendes in his visa

petition and am happy to elaborate further on his extraordinary abilities should you require additional information.

Sincerely,

Des Traynor
Co-founder & Chief Strategy Officer
Intercom Inc.
des@intercom.io

A handwritten signature in black ink, appearing to read 'Des Traynor', with a stylized, cursive script.

18th March, 2025