



06 December 2021

**Mrs. Ana-Maria O'Brien**  
**Letter of Appreciation**

To whom it may concern,

United Nations Development Programme (UNDP), Office of Information Management & Technology (ITM) would like to express its sincere appreciation to Mrs. Ana-Maria O'Brien, who undertook an internship as an ICT Support Engineer with the unit from 1<sup>st</sup> July 2021 to 31<sup>st</sup> December 2021. During her time with us, Ana-Maria was involved in a number of important projects and activities. These contributions had a tremendous impact on the unit's performance. Below are a few highlights:

- **IT support app:** Ana-Maria developed an application in PowerApps.
- **Dashboard Creation through Data Integration:** Ana-Maria created real-time dashboard in PowerBI to serve managerial purpose. In order to do so, she manipulated data from various sources with Python, Azure SQL, Azure Blob Storage and SharePoint. Through various presenting exercises, she demonstrated her abilities to deal with strategy and high-level audience.
- **Trainings:** Ana-Maria gave several trainings on PowerBI to other departments in UNDP. With her charismatic and enthusiastic personality, she was able to make the session interactive and playful while teaching technical skills to the audience. Thanks to her good ability to synthesize, she was able to extract the most important and remove the unnecessary.
- **Project Management:** Ana-Maria was project manager for the implementation of a Printing Solution. She is fearless when it comes to taking responsibility and will dive into any task without hesitation. She went beyond what was expected from her as a project manager by also dealing with technical issues. She coordinated with high-management, managed tight deadlines, and was not shy to give honest feedback, and to proactively suggest ideas.

Ana-Maria is goal-oriented, an ambitious quick learner, and an organized and focused individual. She is determined, hard-working and reliable. She knows how to adapt to unexpected situations. All these assets make her well-equipped, with great potential for progress, in the field of Software Development. Her friendliness and positive attitude made her an excellent team player. Furthermore, she is good at working independently as well as finding solutions by research. As a person Ana-Maria is warm and patient. She quickly became a valuable and well-respected member of the unit through his optimistic attitude towards learning and good communication abilities, always proving to be tactful and diplomatic even during times of high stress. She showed excellent initiative during her internship tenure, always committed to advancing the deliverables of the team. Ana-Maria continuously performed assignments with devotion, integrity and great professionalism.

UNDP appreciates Mrs. Ana-Maria O'Brien's noteworthy contributions during her time with us. It is therefore my honor to recommend her without any reservations.

Sincerely,

**Gerald Demeules**

Global ICT Advisor | Office of Information Management & Technology | Bureau  
for Management Services  
gerald.demeules@undp.org | +45 2475 7141 | Copenhagen, Denmark