AO Smith

April 6, 2016

To Whom It May Concern:

Letter of Reference: Bin (Jason) Wang

Bin (Jason) has been in the employ of A.O. Smith Ltd., working out of the Fergus, Ontario office from September 8, 2015. We have an extended contract with Jason to continue working with our IT group here at A.O. Smith for an 18 month term beginning April 4, 2016.

Jason's role with the A.O. Smith IT group is that of Web Developer/ Systems Hardware Technician. His responsibilities include:

- Maintenance and support of existing internal and external websites
- Collecting, documenting and validating user requirements for new web site development projects
- Designing, scenario testing, documenting and implementing unique and innovative programs to provide shared value between the customer, supplier and A.O. Smith.
- Developing programs and systems to serve as an electronic link between various departments.
- Creation of reporting systems to measure success of implemented programs and performance of the organization.
- Documenting technical and user support documentation on projects undertaken.
- Installs, configures and support computer hardware operating systems and applications.
- Providing help desk support, including support of remote users.
- Upgrading hardware firmware based on vendor recommendations, for optimal hardware performance.
- Supporting roll out of new applications.
- Active Directory support, including setup and maintenance of user accounts and profiles.
- Testing and evaluating new software
- Setup and support of Customer Service and Technical Support users on our In Contact Call Centre software.

In addition to his hardware support role he performs, Jason has successfully completed a number of high profile projects for A.O. Smith. A few of the major projects undertaken are:

- Visitor Registration Web Site
- Load Configuration Web Site