



OPEN GOVERNMENT PRODUCTS

Letter of Recommendation

For Jerald Yik Jia Ler

Jerald worked under my direct supervision as an Engineering intern in OGP's Zendemic team working on automating Singapore's COVID case management response from 22nd November 2021 to 15th April 2022. During his time at OGP, Jerald has impressed me with his attention to detail, his positive attitude in responding to feedback, and his ability to own a project from end-to-end.

More specifically, Jerald took ownership of the streaming ingestion workflow, which focused on connecting upstream data sources into Zendesk so that tickets for case management are automatically created when upstream data events are triggered. Jerald was responsible for:

- Communicating with MOH stakeholders to understand operational requirements
- Working closely with the product manager to craft product requirements
- Breaking down the project into bite-sized tasks which are easy to tackle
- Contributing to system design
- Writing code for the streaming ingestion workflow

While Jerald worked mainly on the backend for the Zendemic team, he has also shown that he can work effectively across the stack. During OGP's annual hackathon, he was responsible for scaffolding and driving development for both the frontend and backend of the projects he was involved in, QuizSG (<https://www.open.gov.sg/hackathon/2022/quizsg>) and Spotlight (<https://www.open.gov.sg/hackathon/2022/spotlight>).

I am confident that with proper mentorship and guidance, Jerald would be a valuable member to your team.

Best regards,
Kwa Jie Hao

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