

14 December 2023

To Whom It May Concern,

I am pleased to express my appreciation for Kavya's outstanding contributions during her time at Accenture as an intern. Working closely with Kavya's direct supervisors, I have heard about and observed her work closely and the exemplary qualities she exhibits.

Kavya's technical know-how has helped the team develop the foundation of the ServiceNow Knowledge Base to store training materials in a structured manner. Her proficiency in HTML and CSS enabled her to translate the envisioned design into a functional reality. Kavya has been adaptive in navigating the platform's limitations, such as ServiceNow Knowledge article’s inability to implement automatic scrolling transcripts alongside embedded videos. Despite the system limitation, Kavya devised a user-friendly workaround: a separate scrollable transcript viewable alongside the video playback. This solution not only preserved the desired functionality but also enhanced the user experience. Through hard work, she was able to create a total of 29 Knowledge articles that facilitated effective user training for more than 1,500 client end-users.

Although entirely new to the ServiceNow platform and our client's business processes, Kavya embraced the challenge and actively sought to learn, clarifying her doubts, and exploring the ServiceNow platform on her own and with some guidance from her direct supervisors. Her curiosity not only facilitated a rapid understanding of complex processes but also equipped her with the skills to navigate the ServiceNow interface with ease. She was a quick learner, which served effectively for the development of Process Maps and Functional User Stories.

Kavya's research on industry best practices and ServiceNow functionalities yielded valuable insights that assisted in streamlining the client's existing process. By suggesting specific steps for incorporation, she not only enhanced efficiency but also expedited the creation of 20 process maps. Furthermore, Kavya's understanding of client requirements and processes proved instrumental in crafting 10 User Stories with Acceptance Criteria. These detailed user stories effectively translated functional requirements into technical specifications, paving the way for smooth development. In essence, Kavya's efforts served effectively in driving process improvement and laying the groundwork for successful implementation.

Kavya adeptly became proficient in report and dashboard configuration, enabling her to propose how clients could effectively utilize dashboards to track Demand Tasks within ServiceNow. Her wireframing skills further enhanced this proposal, providing clients with a visual representation of the proposed dashboards. Additionally, Kavya leveraged her knowledge to configure a report that tracks client projects across fiscal years, delivering valuable data insights. This demonstrates her ability to not only develop user-friendly interfaces but also utilize ServiceNow's functionalities to deliver out-of-the-box solutions that empower clients to effectively manage their processes and data.

It has been a joy working with Kavya as she consistently approached her work with enthusiasm and dedication, readily taking on new challenges and blending in well with the team. Her receptiveness to feedback further showcased her commitment to continuous learning and growth.

Kavya's rapid learning curve, combined with her technical expertise, collaborative spirit, and positive attitude, make her an invaluable asset to the team. We have no doubt that Kavya will continue to excel in her future endeavors. Feel free to reach out if you require any additional information.

Sincerely,

***Billy Ooi***

(Senior Manager, Accenture Singapore)