

5 August 2019

Rayson Koh
IT Support Engineer (Intern)

To: Whom it may concern

Rayson joined eVantage Technology on February 1st 2019 as an IT Support Engineer (Intern). He successfully completed his internship on July 12th 2019 (approximately 6 months).

At eVantage, Rayson worked on taking on responsibilities of an IT Engineer in the field shadowing our engineers at client sites as well as participating in internal and client related projects and initiatives.

Rayson started his internship right after National Service with little working knowledge of IT Infrastructure and related services. Despite this, he demonstrated that he has an unrelentless appetite for IT as he was able to pick up a good working knowledge within three months. The pace of his learning was such that he was able to undertake and be certified in CCNA within his six months of internship with our company.

Rayson's natural passion for technology coupled with his strong communication skills was invaluable to eVantage. During his internship, Rayson understudied, helped planned and executed on the following:

- Migration of our company knowledge base from an on-premise to a new cloud hosted tool/platform (ITGlue). This included the redesign of the database structure to take advantage of advance features available.
- Key man assisting our Technical Manager in the implementation of Egnyte, a new generation EFSS (Enterprise file synchronization and sharing) across the company. This included migration of data and training to staff.
- Towards the latter months of his internship, Rowan was assigned a client related project setting up Symantec ghosting/imaging specific to the client's requirement. He delivered the project successfully (inclusive of full process documentation) to the client.
- Worked with the team on various field assignments. These are typically scheduled maintenance, office fit-outs or ad-hoc deployment (example: troubleshooting of desktops/workstations)
- Evaluated Amazon Alexa's Receptionist Bot function and provided a demo for a client related request
- Assessed and did an analysis to company management with regards to Engineering work hours and suggestions to increase engineering efficiency.

Rayson is a fast learner, responsible and proactive worker. He is well liked by all and has strong inter-personal skills. He has no issues working across all levels of seniority as well as across functional teams within the company (Engineering, Sales, Project Management, Account Management, etc).

I'm confident that Rayson will be a valuable asset to any organization he joins.



Lim Soo Meng
CEO

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