

To Whom It May Concern:

### **Letter of Recommendation**

It is with great pleasure that I am writing this letter of recommendation for Shiu Hong. During his time here, in Shopee HQ (July 2020 till Feb 2021), Shiu Hong has been an important member of our Regional Finance (Projects) Team.

Shiu Hong's main responsibilities included being the sole owner of all automation scripts, acting as the consultant and developer for everything related to automation, from process planning and improvements to implementation.

During his stint with us, Shiu Hong has exceeded expectations repeatedly, having a keen eye for pain points in processes and understanding the root causes, from which he ideated and implemented automation solutions that yielded significant improvements in productivity and efficiency upwards of 48 man-hours/month. Going beyond the scope of automation, he spearheaded the improvement initiative of developing a desktop application and trained business users in utilizing said application for processing and manipulating large amounts of data which otherwise would have been extremely time consuming.

Shiu Hong has shown great enthusiasm in his work and is always hungry for knowledge, never afraid or overwhelmed in the face of any ideas. This is evident in his final initiative where he quickly learnt the required technologies to take on the role of an entire development team, conceptualizing, pitching, building, and deploying a full-stack web application aimed at overhauling an entire process for greater efficiency and scalability.

In conclusion, I am delighted to have a stellar performer like Shiu Hong in our team for the past 8 months and I am very impressed with his ability to excel in and beyond his role as an Automation Intern. His ability to work under stress, hunger to learn, resilience, and determination will without a doubt create significant value to any organisation he joins in future. We wish him all the best in his future endeavours.



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Steven Liu

Manager, Regional Finance Business Partner & Compliance  
Regional Finance  
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