



Accenture Pte Ltd  
250 North Bridge Road • #35-00  
Raffles City Tower • Singapore 179101  
Tel: (65) 6410-8000 • (65) 6410-8008

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## TO WHOM IT MAY CONCERN

Chua Jing Yi joined our **Accenture Internship Program** from 10 May 2021 till 6 August 2021. She was assigned to a Smart Nation project that allows public and private sector entities to authenticate and transact securely with government. During her internship, Jing Yi played a key role to conducting user experience (UX) review and proposing improvements across multiple application portals. Her key assignments include the following:

- Getting an understanding from all the application portal teams of existing user flows, UX design and behavior.
- Documenting the portal functions using Figma.
- Conducting UX review on existing user flows and design, researching and proposing improvements for streamlining the user flows and UI design.
- Presentation of the proposed improvements to both internal and external stakeholders.

During her time here, Jing Yi has consistently demonstrated a strong work ethic and commitment to excel. She not only tackled her tasks diligently and meticulously. By challenging the status quo, she was able to identify many areas of improvement both big and small.

Jing Yi was also a good team player, and able to work independently with minimal guidance as she worked with the various application teams. She is a fast learner, able to quickly understand the purpose of the various portals functions and articulated her point of view clearly on each of the suggested improvement ideas to both internal team members and external clients alike. Client also voiced their appreciation of her thorough work and multiple significant ideas that she helped identified.

Overall, Jing Yi performed her role with passion and dedication. She completed all the tasks assigned to her with zest and was even able to take on bigger pieces of work. She proved to be a great asset to the project, and I am sure she will be a great addition to her future employer.

Yours faithfully,

Mr Cliff Teh

Digital Business Integration Senior Manager

Accenture Technology