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SEA Technical support & services manager (2017 - 2020)
Principal Consultant, PI Data Infrastructure (2020 – Now)
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AVEVA Software Singapore Pte. Ltd

Monday, 9th of September 2024

Dear Rovisys Hiring Manager,

It's my pleasure to recommend Hideto Matsuu for the PI automation systems engineer position within Rovisys organisation.

My name is Michael Luo and I am currently a principal consultant in AVEVA Software Singapore. I have known Hideto for most of my 15 years career in AVEVA and previously OSIsoft Asia. I have been working with Hideto since the beginning of my employment with OSIsoft, and later also became his direct manager from 2017 to 2020.

During our time working as peers in the technical support organisation, Hideto has shown me what dedication truly means. He invested heavily on learning about the PI system and later became a subject matter expert in OSIsoft's key enterprise customer platform called Network Operations Center (NOC). He took his role wholeheartedly and dedicated himself to learn every facet of the system, so he can leverage the platform to help OSIsoft's enterprise customers to maintain their healthy PI systems especially during routine PI system upgrades/updates.

During my time as Hideto's manager, I found Hideto to be someone who never shy away from a challenge. He strived to improve his NOC skills time over time, so he can be one of the best NOC engineers worldwide. Through his diligence and hard work, he was awarded the Asia Pacific tech support "Pacesetter" award in Q3 2019, where his performance exceeded every tech support engineer in the region. OSIsoft often recruited new graduates to join the company and I began to task Hideto with the NOC mentor role. His additional responsibility was to train new engineers to be proficient at performing their NOC responsibilities. Hideto was patient and always maintained professionalism in teaching others and often report the progress back to me. Over time I trusted him to be my NOC advisor and took charge of NOC function for the Southeast Asia tech support team.

I found Hideto to be a true friend over time. His passion in sports (i.e. tennis, golf) and cooking made him a positive influence in the office & also within his Japan community. He often cooked for others and provided free tennis lessons to young kids & adults, so everyone can maintain a healthy lifestyle.

If you have any questions about Hideto's abilities or experiences with me, please contact me. I am more than happy to further discuss why I can confidently say Hideto will make a good fit for Rovisys.

Yours Sincerely,

Michael Luo