

26 July 2021

To whom it may concern:

I am pleased to write this letter of reference for Ng Wee Kiat (Mr), who was our contract staff in UOB Contact Center from January 2021 to July 2021. During his contract, Wee Kiat was involved in the daily operations of Workforce Management and Management Information Systems (WFM/MIS) Team.

As part of his responsibilities, Wee Kiat was assigned in real time management, capacity planning/scheduling of agents and prepared daily reporting of Contact Centre Performance. He was very proficient in using Visual Basic Application for Microsoft Excel and UOB Contact Centre systems. In addition, he was also involved in automation projects which made significant impact in our reporting and daily operations. He built a dashboard for our Command Centre that presents real-time statistics and data visualization to aid Contact Center operation decisions.

Wee Kiat has strong programming logic and was able to work independently and deliver his targets within specified deadlines. Other than his technical skills and adaptability, he is self-driven, resourceful and passionate about his work. He is an eager learner and was always willing to assist his peers. Through his work, he proved to be an effective contributor to our team.

With the qualities that he has displayed in UOB, I believe he will be a valuable asset to your organization and I wish him all the best in his future endeavors.

Sincerely,



Angela Yeo  
First Vice President  
Head of Contact Centre (Acting)