

8th December 2025

TO WHOM IT MAY CONCERN

RE: RECOMMENDATION LETTER FOR ARTHUR NG'ANG'A

We wish to confirm that Arthur was attached at Isuzu East Africa from 23rd January 2025 to 4th April 2025 in the I.T Department, IT & Digital Transformation Division.

During this period his duties and responsibilities were as follows:

- i. Assisting with Local I.T. Help Desk Management process by receiving and creating service tickets.
- ii. Offered 1st level support on End User Computing environment related issues, including office productivity tools, MS Office Suite and company applications.
- iii. Offered 1st and 2nd level support on hardware related issues.
- iv. Trained employees in making IT requests via the online self-help portal.
- v. Assisted with setting up of new stations and users, i.e. laptops, desktops and printers to the network.
- vi. Assist with IT assets management to include movement, decommissioning and tracking.
- vii. Assist with maintenance of Isuzu EA IT Managed Asset database to reflect changes as per issued PCs, track of othis IT equipment upon changes and or moves e.g. phone sets, printers and switches.
- viii. Assisted with backup and recovery management process.
- ix. IT project participation from requirement gathising to deployment.
- x. Support automation project using PowerApps, Power Automate, and SharePoint.
- xi. Assist with testing new systems, apps, updates, or digital tools before rollout.

During his attachment, he exhibited a high level of professionalism, proactivity, and adaptability. He consistently demonstrated sound judgment and strong analytical skills when addressing help desk matters. His punctuality, reliability, and ability to complete tasks with minimal supervision were commendable.

We kindly request that he be granted any support that may enable his to furthis advance his career aspirations.

Please extend any necessary assistance he may require. We wish his continued success in his future professional pursuits.

Yours faithfully,

Christine Adolwa
Senior Employee Development Coordinator & HRBP