



# ENERGY AND WATER OMBUDSMAN Victoria

**Listen Assist Resolve**

Dear Human Resources Personnel,

I'm the Chief Information Officer of Energy and Water Ombudsman Victoria (EWOV), and I'm writing on behalf of Prina Shahi, a data analyst intern we've had the pleasure of working with for the past twelve weeks.

We began working with Prina as a data analyst intern in August 2023 in hopes of improving our daily functions and business strategies. She has proven herself to be a hard-working student and professional partner; she has made numerous contributions to our organization.

Prina has proficient knowledge of Power BI, Python scripting and SQL Server and has created new Customer Relationship Management dashboards that contain historical data in a user-friendly format. The dashboards have significantly improved the efficiency and quality of our daily work. Thanks to her ingenuity and hard work, we are happy to report an increase in employee satisfaction and a saving of nearly \$25,000 in operating expenses.

Prina participated in the entire lifecycle of the project. She facilitated the requirements gathering, creation, and incrementation of the data solution. She communicated effectively and used a variety of mediums to create excellent results. Even when the project timeline changed, Prina was adaptable and able to create and meet new milestones. She remained inquisitive and found solutions to problems that we didn't expect to be possible. Prina can anticipate the issues of users thanks to her genuine thoughtfulness.

With her positive and honest attitude, she has been a wonderful addition to our team. Prina has helped us make long-lasting improvements to our organization with her dedication and expertise in data analytics. She adds valuable insight into team discussions and is open-minded and adaptable regarding feedback. Any organization would be lucky to have her as a consultant or in-house data analyst.

Sincerely,

Damien Osborn

Chief Information Officer, Energy and Water Ombudsman Victoria (EWOV)

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