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TO WHOM THIS MAY CONCERN

Gerald Ng joined our **Accenture Internship Program** from 29 July 2024 to 14 April 2025. During his tenure, he was assigned to the project delivery team servicing government agencies focused on education, reskilling, and enhancing the employability of Singapore Citizens. Gerald played an integral role in the enhancement, testing, and ongoing maintenance of a large-scale, multi-tenant regulatory platform. This platform supports the administration of education institutions and training providers in Singapore, as well as a citizen-facing portal that facilitates program and course applications. His contributions were instrumental in ensuring the smooth delivery and operation of key project components, including:

- **Software Development** – Contributed to the development of application features using the OutSystems low-code platform. Gerald effectively implemented API enhancements, showcasing a strong grasp of the platform's capabilities and aligning his work with business needs.
- **Functional Testing and Deployment** – Collaborated closely with onshore development teams to validate the performance of major enhancements. Gerald ensured that deliverables met quality expectations and were deployed on schedule.
- **Service Operations and Maintenance** – Demonstrated strong attention to detail by managing incident and service request tickets, following up with both internal and external stakeholders, and ensuring prompt and effective resolution in line with defined Service Level Agreements.
- **Sales and Business Development** – Actively supported the team in preparing bidding materials and contributed to documentation efforts for new business opportunities.

Throughout his internship, Gerald consistently exhibited a strong work ethic, intellectual curiosity, and a positive attitude. He approached each assignment with diligence, showed initiative in addressing challenges, and eagerly took on additional responsibilities to support the team.

A dependable and collaborative team member, Gerald maintained excellent relationships with colleagues and remained composed under pressure. He was always willing to go the extra mile to ensure that project goals were met, and his contributions had a direct impact on the team's success.

In summary, Gerald was an asset to the project team and carried out his responsibilities with passion, professionalism, and dedication. I am confident that he will bring the same level of excellence and enthusiasm to any future endeavor.

Yours faithfully,

Mr Bryan Lim
PPSM Associate Manager
Accenture Technology