September 25, 2014

Dear IT Professional Colleague,

Yinan Fang worked for me for the summer of 2014. My team provides custom applications developed in the BMC ARS platform for The University of North Carolina at Chapel Hill (UNC-CH) campus; we are a part of Information Technology Services (ITS), the campus central IT support and services organization. Our flagship application, RFS, is used by 1200+ campus technical professionals affiliated with over 25 University Help Desks and ITS central support services. This application is classified as an UNC-CH ITS mission critical application. Yinan was hired to re-write our RFS “Email-in” functionality in C#. This functionality provides automatic ticket creation from an email.

With guidance, Yinan built a carefully designed, well written and extensively documented application. This project required that he integrate three separate programming interfaces in a language unfamiliar to him. The new C# application Yinan has written is consistently more reliable, performs faster, and scales better than the Java application it is replacing. Not only did he deliver excellent work, he did so in about half the time allocated.

Yinan was also an integral part of the re-design of our RFS web Interface. This re-design included updating the RFS user experience to be more customer friendly and to include additional functionality now available in our web interface. His extensive knowledge of CSS and UX considerations has been key in enabling our Remedy team to provide a more modern design. He extended his development to work with the majority of campus mobile devices.

Yinan possesses an analytical mindset backed by a continuously growing set of skills. He is an avid and quick learner. Working part time over the course of 8 weeks, he consistently exceeded our expectations in accomplishing the two tasks assigned to him. Yinan worked with all of our team developers at one point or another and they summed him up as an A-level developer and a pleasure to work with. I think Yinan Fang has tremendous potential as a software developer.

Regards,

Tomee L. Howard,

Remedy Service Manager

Information Technology Services (ITS)

UNC at Chapel Hill

Desk: 919-843-8391

Mobile: 919-816-7206

tomee\_howard@unc.edu