



August 16th, 2022

To Whom It May Concern:

I have worked with Tim Lam for the last seven months as his direct supervisor and recommend him for employment at your organization. Tim has many attributes that would support your organization including:

Dedication and loyalty

Tim worked for Malvern Family Resource Centre for 34 years and helped the Centre grow to the multi-service community hub that it is today. Tim has consistently sacrificed personal needs for work and been among the few employees who have had perfect attendance over the years.

Team Player

Tim supports and helps others whenever he can and communicates effectively. He always thinks the best of others.

Technological Skills

Tim has a unique combination of work experience in data related disciplines and skills that has allowed him to develop his strengths in providing support to teams requiring innovative business solutions and comprehensive reporting. He is familiar with office procedures, data compilation & integration.

Tim has also had 12 years of payroll processing experience and is skilled in computer applications. Tim has advanced knowledge in Microsoft Office, particularly in Excel and Access, Adobe Creative Suite, Illustrator, Photoshop and InDesign and supports new employee onboarding. Tim is a certified SQL database administrator and is adept at creating multiple products including identification badges and official tax receipts.

He has advocated for action for the progressive technological changes at the centre to meet the modern day business needs. Tim has created:

- The Electronic Attendance Recording System (EARS) - it systematized the electronic data collection process of program attendance, whereby accurate and detailed reports can be generated
- The "itwo payment submission" database - it digitalized our accounting data collection and changed the ledger from using a Blueline Account book to an electronic database
- Sharepoint organization intranet- provided world-wide-web accessibility with access control to disseminate agency internal information that includes a shared organization calendar

Finally, Tim has experience in human resources administration and is keen on coaching colleagues to be successful in their fields. Tim is a resourceful and creative problem solver.

On behalf of Malvern Family Resource Centre, I recommend Tim for employment in your organization.

Sincerely,

A handwritten signature in black ink, appearing to read "Josh Berman".

Josh Berman
Executive Director