



To Whom it May Concern,

Vivian Ngiam served as a crucial team member for Avident, one of the competing teams that was under my supervision, during the Singapore Airline App Challenge 2019.

Throughout the duration of the project, I was consistently impressed with her proactiveness and communication skills as well as her dedication and good humor. She works extremely well with her team members and multiple stakeholders to understand complex problems.

Vivian's experience in UI/UX contributed to the team's ability to generate a prototype that was ergonomic and simple to use. The generation of the prototype requires an in-depth understanding of SIAEC's engineering work processes and workflow. For the prototype to be functional, Vivien and team also had to familiarise themselves with specific engineering procedures performed by our engineers to fully understand their current pain points.

It was, therefore, not surprising when Vivian and team managed to clinch the 2nd Runner Up position during the Grand Finale of the Singapore Airline App Challenge 2019.

Given another chance to work with Vivian, I would jump on the opportunity to do so.

Sincerely,

Shafik

Executive Engineer

SIA Engineering Company, Innovation Group

