

TO WHOM IT MAY CONCERN

RE: ARNOLD MBUGUA KORI.

This is to confirm that Arnold Mbugua Kori has worked with us as an intern,

From 19th January 2015 to 31st August 2015.

His duties included the following:

- I. Assist in providing user support and technical issues resolution via email, phone and other electronic medium.
- II. Provide assistance concerning the use of computer hardware and software including printing, installation, word processing, electronic mail and operating systems.
- III. Assist in setting up new user accounts and profiles and dealing with password issues.
- IV. Supporting the rollout of new application by providing training to users in the use of these systems and/ applications.
- V. Assist in conducting diagnostics to resolve problems and to provide technical assistance and support by identifying, correcting and / or advising on operational issues in user computer systems.
- VI. Outlook Mail support.
- VII. PABX Support.
- VIII. Training other interns.

Arnold Mbugua Kori was a resourceful, creative and a solution oriented person who was frequently able to come up with new and innovative approaches to his assigned project, tackling all assignment with dedication. He functioned well as a team leader when required and also worked effectively as a team member. He is consistently pleasant, and gets along well with other staff members.

I highly recommend Arnold Mbugua Kori for employment should a vacancy arise as he would make a great asset to any organization.

Best Regards,



ICT Manager

Timothy Otieno

Gertrude's Children's Hospital

Muthaiga

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