



20 January 2004

To whom it may concern:

Shuang (Susan) Xu served as an intern during the summer of 2003 for the United Nations Development Programme.

Shuang was given the position of Usability Consultant, and performed the following task to excellent results:

- Assistance in the development and use of a usability testing framework for new applications and components.
- Drafting of wire-frame GUI maps derived from usability exercises.
- Assistance to the Portal Technical Specialist in the execution of portal user interface configurations.
- Assistance to the Web Migration Specialist in the development of XML templates for the display of legacy data in new interface.
- Assistance to internal clients to resolve unique usability issues that arise in the deployment of a template-driven standardized content management system.

Shuang is an extremely motivated individual. Not only did she display a strong interest in all projects to which she was assigned, but her personal motivation drove her to perform beyond our expectations. She has the ability to work independently and displayed the persistence necessary to complete her assignments in a highly competitive environment. Shuang was punctual and extremely responsible at delivering on all assignments. After her internship, Shuang continues working remotely for the Portal and Web Services Unit as a usability consultant.

It has been a great pleasure to have her as part of my team. She is certainly an excellent asset to any organization. I would recommend her without reservations.

If you need any additional information, please feel free to contact me directly.

Sincerely,

A handwritten signature in dark ink, appearing to read 'M. Toomey', is written over a large, stylized, handwritten flourish that extends downwards and to the right.

Mitchell Toomey  
Chief, Portal and Web Services  
Office of Information Systems and Technology  
United Nations Development Programme