



Intermediary Management Ltd  
35 St Paul's Square  
Birmingham  
B3 1QX

Tel: 0121 232 4682

30<sup>th</sup> June 2009

**TO WHOM IT MAY CONCERN**

**GENERAL REFERENCE FOR MR HOW CHAN HOH**

Dear Sirs

I am writing to confirm that Mr How Chan Hoh was employed by Intermediary Management Ltd from the 7th August 2006 to the 30<sup>th</sup> June 2009 as a Senior Support Analyst and Trainer.

How Chan worked within a team providing technical support for our client, AT&T Istel, at Tier 1 & 2 for both generic and customer specific applications in a predominantly Microsoft environment as an Domain Administrator managing security issues as well as general user access. The team supported up to 8,000 users within 63 countries.

How Chan worked extensively on staff training both in the UK and overseas in Singapore and Slovakia. This training enabled the successful transition of the International Service Desk services to both centres and for which How Chan received very positive feedback from the client for his training work.

The team supported up to 8,000 users within 63 countries.

How Chan had an excellent record for attendance and time keeping, integrity, quality of work, relationship with colleagues and customers.

I feel confident that How Chan will make a positive contribution to any future employer and would recommend him. If the opportunity arose I would definitely re-employ How Chan.

If I can be of any further assistance please feel free to contact me on the above number.

Yours faithfully

S .L Preston  
Director

