



November 18, 2014

To Whom It May Concern:

I am pleased to write this letter on behalf of Bert Ongkeo who served as a project coordinator for a course that I co-direct at the New York University School of Medicine. This course, called Interclerkship Intensives (ICI), occurs for 2 weeks per year during medical students' first year of clinical rotations. The ICI course consists of small group workshops, lectures, and simulation activities with standardized patients (actors) and mannequins. We provide it for approximately 170 students and involves dozens of faculty, staff, and actors. Thus, it is very complicated to plan and coordinate. Bert is an extremely hard worker, and was dedicated to making sure that each session ran smoothly. He is also visually creative. He put together a beautiful ICI logo, and the documents he creates look very professional.

He is definitely a team player—he was willing to chip in on other people's projects when needed. This helped us when we needed him to recruit other program coordinators and staff to help out during ICI activities.

Bert's key strength is his focus on student and faculty well-being. He truly cares about the students' experience. He made sure that the students' needs were met and that we did not forget details such as providing great food for them, ensuring that the signage communicated where the students were supposed to go, and that emails were sent each night recapping events of the day and reminding them about upcoming events. For faculty, he made sure that each participant in ICI activities had their needs met—including helping them to schedule planning meetings, setting up audiovisual equipment and slides, and coordinating payment when necessary .

Finally, he is a pleasure to work with and always tries his best. He helps to create a warm, friendly environment at work. He celebrates others achievements. His warm smile and great attitude are infectious.

Sincerely,

A handwritten signature in black ink, appearing to read "Melanie Jay".

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