



**DISABILITY SERVICES FOR  
NEURODIVERGENT ADULTS**

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**Letter of Reference: Kai Su**

To whom it may concern,

My name is Ashleigh Rae, I am the Director of AR Services Group and I am providing this letter of reference for a talented Monash University, Business Information Systems graduate, Kai Su.

Kai Su participated in an industry experience program at our company in 2023 in which their role was Software Engineer, within a team to design and develop a functional custom CRM tool for my company. Our requirements for this tool posed several unusual challenges Kai Su and the team needed to address:

1. The CRM must accommodate my personal accessibility needs as a person legally blind
2. The CRM must accommodate neurodivergent accessibility needs for our clients and team members

Kai Su's role as Software Engineer focussed on the following areas where I have outlined their significant key contributions:

1. Database Handling: Designing efficient database mechanisms ensuring accurate data management. This system effectively and securely allows us to grow our resources to more efficiently support client and business growth and sustainability.
2. User Interface Design: Kai Su crafted user-friendly interfaces aimed at enhancing the user experience, keeping our target end-users needs at the forefront (this included specific disability related accessibility needs).
3. Functionality: Kai Su led the implementation of a PDF feature unique to each of our clients specific needs drawing on information entered into the database they developed and ultimately producing a clear, concise document easily accessible for our team and clients

During their tenure with us, Kai Su demonstrated excellent skills in teamwork, communication, and dedication in developing our CRM. Kai Su was enthusiastic and keen to understand the nuances of our requirements to best discern priorities during development.

During this time, Kai Su reliably attended weekly meetings where they provided me with updates on progress, barriers the team were working through, sought clarification from myself, and proactively sought feedback from myself and our team - which also included liaising with our in-house IT Network Security Engineer and Senior Cyber Security Analyst.

Kai Su also actioned feedback in a timely way, which included minor and major edits to the CRM per feedback we provided at testing stages 1 and 2.

At all times Kai Su possessed a positive and constructive attitude, and was solution-focussed. They sought clarification when needed, and were mindful of how they explained barriers or ideas in a manner that was understandable, without overwhelming us with technical jargon.

At the conclusion of the industry experience program, Kai Su has made key contributions in the development of our CRM tool to a stage where it is operational and we are able to utilize it on a daily basis in our business, which supports our team to work more effectively with our clients and provide them with an unprecedented level of client care, and our clients to live independently and be part of their chosen communities.

I wholeheartedly recommend Kai Su if you are considering hiring them for a similar role with your own organisation. Should you have any questions or wish to discuss Kai Su's work with us further, please do not hesitate to contact me.

Kind Regards,



**Director**

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