

To Whom It May Concern:

I have had the pleasure of working with Mishan Wong over the past 10 months at Cascade Bicycle Club, from October 2023 – August 2024. Mishan approached us to offer her technical skills in creating a database platform, solving a gap in our volunteer management system. Through weekly meetings with Cascade staff, Mishan played the primary role in determining:

- Purpose of the database and project requirements
- Identifying users and use cases
- Reviewing and organizing information available via API with our existing volunteer management system (CERVIS)
- Determining the appropriate database model
- Translating information into relational tables
- Designing a database management system using PostgreSQL
- Demonstrating functionality through weekly revisions and performance testing
- Creating a UI that non-technical staff can easily navigate
- Drafting documentation for future maintenance and optimization

Ultimately, Mishan's work provided Cascade with a new volunteer management system that automatically updates daily, easily shows staff a volunteer's accumulated work history, allows volunteers to purchase items using their hours and provides methods for manual balancing of accumulated hours. The system that Mishan has built has been a wish list item for Cascade Bicycle Club for several years and we are thankful to have had the opportunity to work with someone as talented and dedicated as her.

Mishan's database has laid the groundwork for widespread implementation of similar systems across other departments. Mishan is a dependable, punctual, professional volunteer who settles for nothing but the most optimal solution. She consistently showed a genuine interest in the needs of the organization and solicited feedback every week on potential improvements.

I would be happy to discuss aspects of Mishan's project further and encourage any employer who is considering Mishan as an employee to jump at the chance to work with her.

Sincerely,



Zack Kravey
Community Education and Volunteer Manager
Cascade Bicycle Club