

To Whom It May Concern,

Andrew Burch was hired as a Computer Science Intern at Consumers Energy in March of 2015, reporting directly to me. He worked under my supervision in that role for two years prior to his full time hire in the Information Technology department.

In his role as an intern, he supported the technical reporting and programming efforts for the entire Customer Energy Management (CEM) organization. The CEM organization consists of 26 salaried employees and over 200 hourly employees, responsible for project management, customer interaction, and engineered design for customer-requested new gas and electric requests.

His responsibilities were varied, and included:

- Programming and continued maintenance of the Customer Energy Management Design Review checklist. This checklist is a tool used to audit and track engineering design reviews, to ensure compliance with our Gas Distribution Engineering Manual (GDEM) and adherence to required business rules.
- Programming and continued maintenance of the Customer Attachment Program (CAP) productivity report. This report is used to track employee task completion, compiling large amounts of data and creating visual representation of workload. Andrew has written code in VBA (Visual Basic) in Excel to automate the sorting, analysis, and visual representation of weekly-generated raw input report data. Pre-planning the entire project structure drastically reduced completion time for the initial phase and foundational project, allowing Andrew to complete it over a month ahead of schedule. Andrew was also tasked with updates to the report to align with SAP® application updates, which he completed flawlessly.
- Programming and continued maintenance of the CAP workload forecasting tool. This tool is new, developed in conjunction with direct input from Andrew, and will be used to forecast workload for the CAP team, prevent workload imbalances, and stabilize work across the team, using multiple data input fields. With this tool, generated graphs visually represent mathematically predicted team workloads.

During his tenure as an intern, Andrew's work created significant, meaningful improvements to the reporting and auditing processes in the organization. His work provided simple, streamlined, and efficient data management and leadership reports, rather than the time-consuming methods previously utilized.

Andrew is dedicated, hard-working, reliable, thoughtful, and trustworthy. He is a self-starter, motivated to find new ways of improving current processes using the technology available, or introducing new technology when there is an opportunity. When Andrew is empowered project or task, he works to execute a creative solution that surpasses expectations and is completed ahead of deadlines. He consistently received excellent performance reviews and I highly recommend him for a position in your organization.

If you need more information, please do not hesitate to contact me.

Thank you,



Christine Shook

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