

To: Alex Chen  
From: John Paul Farmer  
Date: October 22, 2020

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Dear Alex,

The COVID-19 outbreak in New York City created an urgent need to leverage technology to support a range of critical City-led responses. At a time of tremendous global change and uncertainty, you stepped forward to help the City of New York by spending your summer as an intern with the NYC[x] Digital Service in the Mayor's Office of the Chief Technology Officer.

While you are early in your career, from the first days of your internship you contributed meaningfully to our team. You leveraged your critical thinking and technical skills to develop ways to automate our congressional mapping process. Perhaps most importantly, you helped scope and define a high-profile technical project on continuous translation/localization of content (ELSA). You played an active role, and displayed a high degree of professionalism interacting with key stakeholders.

ELSA promises to be an important and bold project executed by the NYC[x] Innovation Fellows to make information and services more broadly accessible without regard to language barriers. Your leadership in making sure that we apply a human-centered approach through thoughtful user-research and interviews, system designs, and diagrams, will ensure that the Innovation Fellows who execute the work will be set up for success.

The City of New York is indebted to you for your technological expertise and commitment to public service. We commend you for your tireless efforts to ensure that the City of New York meets the unprecedented challenges of this pandemic. Please accept our deepest gratitude and heartfelt appreciation.

Sincerely,



John Paul Farmer  
*Chief Technology Officer*  
*City of New York*