

[USG LETTERHEAD]  
Utility Solutions Group Pty Ltd  
[ABN]  
[Business Address]  
[Phone] | [Email] | [Website]

Date of Issue: 06/05/2026

To whom it may concern,

#### Statement of Service - Employment Certification

This letter is to certify that **Ms. Lady Carolina Penuela Pinto** has been engaged by **Utility Solutions Group Pty Ltd (USG)** in the following position:

- **Position Title:** Office Manager / Business Support Manager
- **Employment Type:** Part-time
- **Working Hours per Week:** 24 hours per week
- **Employment Period:** From **01/08/2024** to **Present**
- **Work Location:** Dandenong, Victoria, Australia
- **Remuneration:** AUD 1,500 per week (gross), plus applicable superannuation/entitlements as per company arrangements and applicable law.

#### #Main Duties and Responsibilities

During the above employment period, Ms. Penuela Pinto has performed duties including, but not limited to:

1. Leading the Business Support function and supervising administrative staff to ensure tasks are completed to required standards and deadlines.
2. Coordinating office operations, including technology and physical resources, to maintain business continuity and operational efficiency.
3. Acting as a liaison across operations, finance, management, and external stakeholders to ensure aligned communication and workflow continuity.
4. Managing key administrative and financial workflows, including invoicing support, expense coordination, transaction tracking, and documentation integrity.
5. Consolidating and structuring operational and financial records in company systems (including AroFlo) to support reporting and decision-making.
6. Coordinating supplier credit applications and supporting related financial documentation.
7. Maintaining and overseeing administrative, commercial, and project documentation for compliance and traceability.
8. Supporting internal communications, staff inductions, training/certification schedules, and related coordination activities.
9. Maintaining records related to staff qualifications, licenses, and training renewals.
10. Supporting Work Health and Safety (WHS) process tracking and action follow-up through company systems.
11. Driving workflow improvements and process standardization through digital tools and automation.
12. Supporting client-facing communication and commercial coordination aligned with project and business objectives.

This statement is issued at the request of the employee for professional migration and employment verification purposes.

Should you require any further information, please contact the undersigned.

Sincerely,

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**\*\*[Referee Full Name]\*\***

**\*\*[Referee Position Title]\*\***

Utility Solutions Group Pty Ltd

Direct Phone: [Referee Phone]

Email: [Referee Email]

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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Attachment Checklist (Recommended for VETASSESS/visa support)

- Signed Statement of Service on official letterhead
- Evidence of payment (e.g., payslips/bank records/tax records)
- Organisational chart showing reporting lines (if required)
- Employment contract or engagement agreement (if available)