



Date: December 9, 2019

TO WHOMSOEVER IT MAY CONCERN

This letter is to confirm the full-time paid work experience for 40 hours per week of **Mr. Alex Michael Raj J**, in various projects for ITC Infotech India Limited.

While leaving our organization **Mr. Alex Michael Raj J** was designated as **Associate IT Consultant**. He was full time employed with ITC Infotech India Limited from **October 20, 2016 to March 8, 2019**.

During his employment with ITC InfoTech India Limited, he was responsible for the following: -

- Worked as Consultant with clients, business analysts and team members to solve complex business scenarios, including development of feasibility studies, system plans, cost/benefits, alternative solutions, resource requirements and project estimates
- Worked exhaustively on Test Planning, Requirements gathering, designing WLM, Script development, documentation, implementation, Scenario designing, Execution and Monitoring Analysis and Report creation.
- Testing Scenario's performed– Destructive, Load, Scalability, Endurance, Crash Recovery and Failover Testing.
- Root cause Analysis- Heap Dump, Thread Dump, CPU Profiling, DB Profiling.
- Involved in feasibility study for business requirements in handheld, Web Client and created technical, functional specifications and corresponding design documents
- Interacted with clients and stakeholders to identify market gaps and transform them in to business requirements.
- Worked as SPOC wherein involved in providing technical expertise and guidance for smooth scale down of production servers which helped in system project decision making.
- Excellent hands on experience on Application Performance management and infrastructure monitoring- Dynatrace, SiteScope, New Relic, Perfmon.
- Conducted sessions to walk through the team about the technical; functional aspects of the project; how the poor Performance implementation could impact the Application and on how to drill down KPI's bottleneck of the Application.
- Excellent hands on experience in LoadRunner, Soasta, Jmeter and Gatling.

If you have any questions regarding **Mr. Alex Michael Raj J**, please contact the undersigned.

For ITC InfoTech India Limited

Subashini Damodaran

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General Manager

Subashini.damodaran@itcinfotech.com