## To Whom It May Concern

This is to certify that Balaji Rajakumar worked for Colt Technology Services India Pvt. Ltd. as Engineer, Incident and Problem Management from October 1, 2009 until June 28, 2011. He was a Permanent and Full-time employee working from Monday to Friday 9:00 to 17:00 (40 hours per week).

His duties and responsibilities as Engineer – Incident and Problem Management, were:

- Design and implement database systems in integration with NetApp storage systems.
- Configure and manage NetApp FAS filers, EMC Celerra and Clariion for SAN, iSCSI & NAS technologies.
- Create Backup policies with Backup Exec and restore data from tapes as and when required.
- Configure SAN Zoning and upgrade FC Switch Firmware in Cisco and Brocade switches.
- Install and upgrade OS, Security and Application patches on Data Storage systems.
- Creating and updating the processes, reference documents and flow charts for network appliances access.
- Document data requirements and contribute in improving daily process.
- Co-ordinate and work with other Network and accounts team and address their database requests.
- Develop automation using perl/shell scripts for storage, archiving, and backup.
- Involve in all team meetings, provide proper shift handover and information sharing within the team.
- Preparing Daily, Weekly and Monthly reports with error-free and sending within time.

Please contact me at <u>Yogendra.Potdar@colt.net</u> or at office desk phone (+91 80 6640 5458) or at my mobile number (+91 994551 6765) if you have any questions or need more information.

Sincerely,

Yogendra Potdar

Associate Senior Manager, Service Delivery

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