

HCL TECHNOLOGIES LTD.

Corporate Identification Number:

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Special Economic Zone

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November 15, 2021

Center Director

U.S. Citizenship and Immigration Services

RE: VELIYAVEDU MUKUNDAN, Muralikrishnan

Dear Sir or Madam:

I would like to provide, by this letter, confirmation of VELIYAVEDU MUKUNDAN, Muralikrishnan's employment:

- **Company:** HCL Technologies Ltd
- **Positions and Dates of Employment (40 hours/week):**

Position(s)	Start Date	End Date
Associate Consultant	07/01/2011	08/20/2016
Senior Specialist	11/06/2008	06/30/2011

During his tenure at HCL Technologies Ltd, VELIYAVEDU MUKUNDAN, Muralikrishnan has held various IT roles of increasing responsibility. A more detailed description of VELIYAVEDU MUKUNDAN, Muralikrishnan's progressive work experience with HCL Technologies Ltd can be found below.

Associate Consultant (07/01/2011-08/20/2016)

- Utilized various software such as: WebSphere application server, Webserver, Apache, Tomcat, Jboss, Redhat Linux, IBM UCD, Jenkins Design.
- Planned and built new infrastructure for Middleware environment.
- Installed and configured of Websphere/Jboss/Tomcat/Weblogic application server and clusters across all the environments hosted on Linux, UNIX, and Windows environments.
- Analyzed existing infrastructure, provided recommendations, implemented plans and, processed enhancements for optimal utilization of the infrastructure and technical resources.
- Maintained high availability and work load management of all components (web, and the application servers) of three tier architecture by coordinating with the proactive monitoring and application development teams.
- Handled new Middleware project transition & initiation, executed the parallel run and, worked on with steady of the project.
- Coordinated with multiple technical team client managers and understood their requirement.

- Performed complete transition with help and support of multiple internal project leads, HR and, higher management.
- Documented risks found during the parallel support and established the risk management document.
- Addressed challenges with internal higher management and created holistic solutions agreed with both client and HCL.
- Worked on with Middleware BAU support with multiple team managers and project leads to ensure quality of the support is enhanced for the client to yield more customer satisfaction.

Senior Specialist (11/06/2008-06/30/2011)

- Installed and configured Application server on various flavors of Operating like Suse Linux, Redhat Linux and Solaris.
- Established Linux server, Configuring Raids and, Configuring Volumes.
- Administered and managed different Middleware Application server (WebSphere, Tomcat, MQ and IHS) environments.
- Deployed and troubleshooted of JAR, WAR, and EAR files in domain and clustered environments.
- Participated in Bridge calls and handled all the critical issues in the project.
- Troubleshooted, diagnosed, and debugged technical issues in the IT infrastructure reported by the users.
- Monitored customer applications using various tools like CA-Wily and Dynatrace.
- Setup the 24 x 7 Operational Management Center to provide Remote Infrastructure Support global client.
- Supported areas covered by WebSphere application servers, Apache tomcat, JBOSS and, WebSphere MQ.
- Managed onsite-offshore delivery.
- Implemented centralized IT Helpdesk to provide centralized and remote support to users.
- Maintained Incident & Problem management process for the Middleware track.

Please feel free to contact me directly should you have any questions.

Very Truly Yours,

Kartick Neogi
DEPUTY GENERAL MANAGER