Dear Sir/Madam,

I am Mr. Cai Xiaoyi’s colleague and supervisor, who has been working with him in Standard Chartered Globle Business Services Co., Ltd for over four years. It is my honor to recommend him to you.

Chartered Globle Business Services Co., Ltd. China was established in 2007, is a wholly owned subsidiary of Standard Chartered Bank (HK) Co., Ltd. Modelled after Chennai, India and Kuala Lumpur, Malaysia. Scope China is the third GBS of Standard Chartered Group providing robust bank-end banking operations, data processing and technology outsourcing services.

Mr. Cai Xiaoyi had been working as Software Engineer of Standard Chartered Globle Business Services Co., Ltd. from March 2014 to May 2016. He worked for 40 hours per week and earned a pre-tax annual salary of about RMB 160,000 RMB. His major job responsibilities are specified as below:

* Write Shell scripts code/PLSQL code for two regulatory projects.
* Modify the exisiting code base on the new requirement from Business Team and Production support team.
* Work with team efficiently to find out the solutions for the technical problems.
* Draft and Maintain the ‘Application System Run Maunual’ and ‘Application Disaster Recovery Plan’ for two projects.
* Work with Business team directly to get the requirements. And prepare the technical specification for the future development.
* Design and prepare the testing case for the newly developed code.

From May 2016 till now, Mr. Cai Xiaoyi has been working as production support specialist. He worked for 40 hours per week and earned a pre-tax annual salary of about 220,000 RMB. His major job responsibilities are specified as below:

* Maintain the existing code for five projects. Do the hotfix when there is production issue or there is urgent requirement from business.
* Write code to develop application monitor tools.
* Closely monitor the applications. Identify the technical issue at the earliest.
* Do the analysis for all the production technical issues for five projects. Find out the route cause of the issue, and prepare the solution.
* Prepare the Daily application performance reports for two projects.
* Do the monthly review on the ‘Application System Run Maunual’ for five projects. And work with Development team to update the documents if there is new feature or there is any modification on the design or architecture.
* Do the research and evaluation of the feasibility of the new project/application.
* Prepare the technical specification to development team if there is need to involve development team in the production issue fix.