**To whom-so-ever it may concern**

This is to certify that **Mr. Rahul Gaikwad**, **ID: 355706** has **6** years of IT experience and has been with Tech Mahindra India as **Software Engineer** for **4+ years**. He has been identified as **Computer Programmer** for the following onsite project. During this stint with the organization, He has worked extensively in areas like Root Cause Analysis, Problem Management, Deployment and Support Activities. He also gained knowledge in ecommerce and telecom domain. He is well versed with test management tools such as JIRA, HP Quality center, Sharepoint, AOTS and web analysis tools such as Tealeaf,Splunk, Web Trends and Business Objects. He has worked on projects in telecom and ecommerce domain for client **AT&T**.

**Mr. Rahul Gaikwad** will be completely governed and supervised by the Petitioner and we at **Tech Mahindra Americas Inc** retain the ultimate authority over the worker and He will continue to receive all instructions and directions from Tech Mahindra Americas Inc, Project Manager **Mr.** **Krishna Tirunagari.** **AT&T** will not control the beneficiary work in the sense of directing tasks and activities. The Ultimate authority over **Mr. Rahul Gaikwad** daily duties remains with the petitioner.

**Mr. Rahul Gaikwad** has been identified to execute the responsibilities by virtue of his specialty occupation and exposure to below mentioned areas:

* JIRA
* HP Quality Centre
* Sharepoint
* AOTS
* Splunk
* Tealeaf
* HTML5
* CSS3
* JQuery
* Java Script

He has 4+ years of domain expertise in Telecom Domain and ecommerce Domain. He is a Software Professional who has worked extensively on problem management, root cause analysis, production validation, support & deployment activities.

**Background of the Onsite operations**

In February 2013, Tech Mahindra Americas Inc was awarded the contract from AT&T Inc.

SQEM Team is responsible for ensuring smooth working of all functionalities pertaining to [www.att.com](file:///D:\DATA\personal\VISA\21%20July%202014%20-RFE\Kishore%20Affivadit%20doc%20and%20org%20struct\www.att.com) , the site is majorly divided into Shop, MyATT & eSupport areas which will enable online customers to shop for products ranging from Wireless , Voice ,data, High Speed Internet , IPTV. The site also provides customers to manage their accounts online.

Project scope includes handling New Functionality testing along with Regression Testing on Production Environment, Defect Triaging, Finding root cause of defects, Report generation.

TechMahindra has both onshore and offshore resources in this project to provide 24\*7 supports on this module. **Mr. Rahul Gaikwad** has been working in the offshore team since May 2014 and since the scope of the team is increasing on a regular basis, Client requires more people working from onsite location. **Mr. Rahul Gaikwad** has been identified to move to onshore position keeping his contribution and criticality in this project in mind

**Mr. Rahul Gaikwad** has been a part of the **AT&T** **Digital\_SQEM\_Consumer Problem Mgmt** project since **01/03/2016** as a **Programmer Analyst**. **Mr. Rahul Gaikwad** roles and responsibilities at customer’s site, **12150 Research Pkwy, Orlando FL 32826** during the period of his stay till **project end date or 3 years** will be:

**Mr. Rahul Gaikwad** will be responsible for the following activities:

**•** Identifying, Triaging and assigning the issue to the right teams involved by using Defect management Tool.

• Analyzing the session of online customers using analytical tools like Tealeaf and see the magnitude of business impacted and suggests a solution.

• Analyzing all the defects for ATT’s e-commerce website and moving them towards resolution..

• Timely Reporting/Escalating critical/blocker issues to stakeholders.

• Arranging and attending fault calls and tracking the issues.

• Interaction with developers and other teams for requirements, design and defect reporting and tracking.

• Production Validation testing during sustainment releases and hot fixes.

• Sending the daily execution status to leads.

• Responsible for creating Status Report (Daily, Weekly and Monthly Status Report for Client).

**Name and Address of the employer:** Tech Mahindra Americas Inc, 12150 Research Pkwy, Orlando FL 32826;

**Responsibilities:**

The details of the activities that **Mr. Rahul Gaikwad** is likely to perform as **Programmer Analyst** while working in onsite project are as follows:

1. **Problem Management**

* Receive and handle the production tickets raised against issues faced by AT&T customers while using AT&T online sales and support channels.
* Analyze the tickets by reproducing the issue. Analyzing the defects with help of development tools and resolve or dispatch the ticket to the appropriate development team with additional information and bring the ticket to closure.
* Interact with various development/support teams in order to get resolution of the ticket and discuss the Business logics behind a scenario.
* Production validation testing on www.att.com/shop application to identify and log the defects.
* Understand, document, analyze, follow-ups, routing and resolution of the problems faced by the AT&T end users.
* Analyzing the session of online customers using analytical tools like Tealeaf and see the magnitude of business impacted and suggest a solution.
* Scheduling the reports in Business Objects tool and track them on the daily basis and observe any spike/error trends over the week and investigate further on the spiked error before I send it over the email to clients and other business owners.

Percentage time spent: 80%

1. **Onsite – Offshore Coordination/Status Review and meetings with the offshore Team and other vendors**

* Coordinate with onsite and offshore team during developing, testing and deployment
* Coordinate with client and vendors in case of production issues.

Percentage time spent: 15%

1. **Preparation of Technical/Business documentation**

* Prepare documents for Technical design processes and post implementation documents
* Prepare Technical and Business processes documents for Bug-Fix, Maintenance, Stabilization and development work.

Percentage time spent: 5%