

## **Letter of Recommendation**

I am writing this letter of recommendation for Denny Cheriyan, who has been working with Tata Consultancy Services for over three years now. Denny had joined one of the projects I handle, Tata Teleservices CRM Module right after his undergraduate studies. I've had the pleasure of seeing him grow from a fresher to one of the most indispensable resources.

Denny has worked with us as a developer for about two and a half years and has shouldered a lot of responsibilities during his tenure. Although the business domain is quite vast and the learning curve steep, Denny got accustomed to both the business domain and the technology very quickly. He is able to build timely and well developed solutions to addresses Business Requirements. He displays a natural capacity for independent thinking, organization of thoughts and presentation of details. He is well suited for a high performance career that values the ability to innovate.

He used to closely interact with clients and maintained a good rapport with them. Denny possesses the capability to convey the right information and influence others towards desired action both verbally and by written means. Denny had handled many complex functionalities and since he had a good grasp over the domain he became an integral part of the meetings involving functionalities regarding Telemarketers, Customer Segments and Business Units. Denny, being a good team player gets along very well with other team-members. He has the ability to create an environment of trust and cooperation through an open exchange of ideas towards achieving team goals.

He possesses the attitude to continuously seek knowledge to enhance his professional growth and performance. As the customer base is very large and the traffic is high round the clock, performance is of prime importance. Apart from delivering efficient code, Denny would identify areas of improvement and accordingly redesign or fine tune the existing functionalities. Denny has acquired valuable experience with scalability and performance due to the endeavors he has been a part of. I've always been amazed at how quickly he has been able to understand concepts and solve problems

Apart from his assigned work, Denny has implemented a lot of internal process improvements that has benefited the team. He has identified areas with possibilities of automation and performed the automation himself after setting up meetings and discussions with various stakeholders. His efforts have been extremely beneficial for the client in terms of effort saved. Few of processes that he has automated include the Telemarketer Migration Process and several Bulk Uploads which were previously manual activities requiring a large amount of effort and were prone to discrepancies post execution.

I believe Denny's ability to effectively straddle both sides of the equation namely business and technology, is extremely uncommon and will add value to any endeavor he is a part of. His passion to consistently improve is portrayed by the fact that he plans to pursue his higher studies, in spite of having a successful professional career. Hence, I strongly recommend him for higher education at your university knowing full that he will excel in any role in any environment.

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