

July 21, 2020

To Whom it May Concern,

This letter serves to confirm that Vinay Venkatareddy has been a valued member of Microdea's permanent, full-time staff since Jan 15, 2019. As of the date of this letter, Vinay is employed as a Support Analyst.

The specific dates in which Vinay held positions are provided below:

- Support Analyst: Jan 15/19 – Current

Vinay has worked 40 hours per week, with periodic paid overtime duties as appropriate. Vinay's duties & responsibilities include, but are not necessarily limited to, the following:

- Providing product support, information and assistance to administrators and users of the Synergize product suite via web, email and phone
- Maintaining a high degree of customer service for all support queries and adhering to support department procedures and best practices
- Taking ownership of technical problems and being proactive with issue resolution and customer communication
- Logging all customer correspondence within the support tracking system
- Maintaining a detailed log of any problems detected and resolved
- Creating knowledge base / troubleshooting articles on a regular basis, and assisting with product documentation initiatives where appropriate
- Assisting in researching solutions, maintaining team procedures and participating in intra-team communication

Vinay's current base salary is \$44,400 per annum, and he is an eligible participant in Microdea's annual bonus plan, which can provide him with up to 10% of his base salary each year based on a combination of individual and company performance. Vinay is also an active member of our benefits program, as provided by RBC Insurance.

This letter has been issued at the request of Vinay Venkatareddy. I would be pleased to discuss any aspect of this letter with any authorized party, should there be any further questions.

Best Regards,



Jimmy Harris  
Director, Finance & Accounting  
Microdea Inc.  
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