26, June 2023

TO WHOM IT MAY CONCERN

I have known **Mr. Amit Kapoor (51566292)** through her work experience with **HCL Technologies Ltd** as **Junior Engineer (Product Support) from 14/06/2015 till 27/01/2016** as a full-time employee with working **45 hours per week.**

- He gradually climbed the ladder of success in our organization through her hard work, dedication & determination.
- During the time of relieving, he held the designation of Junior Engineer (Product Support).
- He would prove to be an asset for any organization he works in the future and we sincerely wish him all the best for her future endeavors.

Please refer to the subsequent annexure for the various designations held by him.

Designation: Junior Engineer (Product Support).
Period: 06/2015 – 01/2016

DETAILED ROLES AND RESPONSIBLITIES ARE AS FOLLOWS: -

- Troubleshooting technical issues with Synchronous Digital Hierarchy (SDH) And the plesiochronous digital hierarchy (PDH technologies and SNR (Signal to Noise Ratio) reset.
- Proficient knowledge of Fiber Network Transmission (Fiber Optic Technique) to perform the diagnoses
- Experience in resolving IT Issues (IP Addresses, LAN, WAN Connections, setting up the Frequencies to resolve the Network connection issues remotely)
- Address/tech checks, Internet Adaptors Synchronization, Cross Connections, Automated tests, etc. GSM (Global System for Mobile Communication) Technology to support customers with Mobile communications.

TOOLS: Resolve (Tool for Diagnoses/checks, tests/results, Resolution/Conclusions), Seibel one view, right now (Oracle), Snap tool, Service Now (SNOW).

This letter is being issued as proof of employment, and role confirmation, at the request of the employee. If you require additional information, please contact the undersigned.

Sincerely,

Mandavi Sharma
Senior Manager
mandavi.s@hcl.com
This document with scanned signature by authorized signatory does not require company Seal.