he information contained in this letter is strict and confidential and must be treated as such.

Mujahid Hussain was working for our organization from 04 August 2008 to 12 October 2018

(Full Time) and had the following position:|Network Administration

This letter is a personal reference for Syed Mujahid hussain Abidi and confirms that He has been working for Universal (ISP )from April 01st 2018 to date as permanent member of staff. He undertakes the following duties as IT Systems and Network Consultant.

· Datacenter Management: Responsible for ensuring maximum Uptime, as per contractually defined SLA. (99.999%)

· Responsible for implementation, administration & troubleshooting of Network and Security Infrastructure including Routers, Switches (Cisco), Firewalls (Checkpoint & Cisco PIX).

· Managing LAN/WAN/MAN connectivity’s, Servers (Dell Power Edge M 610, R 610,R 710, PE M1000e Blade Enclosures, Dell Compellent Storage and Tape Library Dell PV TL2000 etc.

· Planning and Implementing IT developments and undertaking project work.( Project In Charge for Universal (ISP ) Disaster Recovery Project, Network Up gradation Project, IP Telephony Project etc)

· Maintaining the Network infrastructure and Cash Registers working in Bahrain Airport Duty free shops.

· Resolving inter operability issues related to MS Exchange/Lotus Notes, Web and other Servers and other major third party application and PIX.

· Resolving issues related to Access Control List/Conduits, Static, Port Redirections, NAT/PAT, VLANs, OSPF, Local Authentication, PPTP, Failover, and Licenses etc.

· Involved in performance Management of ‘IT’ operations and associated resources (Servers LAN Desktop and Peripherals Management, Network Management, Helpdesk Management, Backup Management, Vendor Management, Asset Management, MIS and Reporting, Change management, Incident management & Problem Management.

· Involved in the implementation of ManageEngine ServiceDesk Plus 8.1

· Providing operational floor management by monitoring service levels, making appropriate decisions responsible for the daily monitoring of quality and production of the outbound/inbound status group and manual processes.

· Configuration & Administration of Cisco Routers and Cisco L2/L3 Switches and managing and creation of VLANS for different Sites.

· Identify vulnerabilities & gaps by network audits and recommend security controls necessary to eliminate or minimize their potential effects.

· Providing training and technical support for team members with varying levels and knowledge of network security and competence.

· Excellent Incident Management skills and SLA management reflecting in smart KPI’s.

· Implemented Daily Checks for Servers, Networks and UPS monitoring using NMC.

· Installation, configuration of Windows Server 2008 and configuration and management of DHCP and DNS.

· Generate Monthly Server/Network Availability Reports, Backup Reports and TMG monthly and User Activity Proxy Reports and providing feedback.

· Involved in preparing Swipe Cards, Management of Time and Attendance, Configuration of Finger print machines for punching, Printer/ Scanner maintenance.

· Providing specialist skills in supporting and troubleshooting IT User related problems and escalated calls.

· Providing training and technical support for team members with varying levels and knowledge of network security and competence.

Mujahid is an outstanding systems administrator. Universal (ISP ) is a fast-growing exclusive retail provider with 24/7 operations and the environment here is fast-paced and constantly changing. Mujahid readily accepted responsibility for not only overseeing general Windows NT administrative duties, but also for the more business critical (and complex) jobs of keeping on top of MS Exchange Server and Internet Information Server (IIS) upon which our company relies heavily. In her spare time He also administers our voice network for four locations and acts as the corporate webmaster.

Her strengths are not only technical, however; Mujahid 's warm personality combined with good coaching skills have made her invaluable in supporting our user base. Mujahid can — and has — worked with every level of our company from G.M. to intern. I receive constant compliments from other managers who interact with Mujahid on her professionalism, technical knowledge and patience. As an executive, it is a comfort to know that whenever Mujahid is called upon to work with our user community He will leave those around her more enlightened and more knowledgeable when He is done.

If you have any queries regarding this letter, please do not hesitate to contact me.

Sincerely

