



GENESYS[®]
AN ALCATEL-LUCENT COMPANY

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To whom it may concern:

Zarko Dudic has been working for Genesys Telecommunications Laboratories Inc., an Alcatel-Lucent Company at Daly City, California, USA as a UNIX System Administrator from July 2008 until present time.

This is a full time job and he has been working 40 hours per week. In that capacity, he has been engaged in the following duties:

- Infrastructure hardware inventory, planning, installation, configuration, monitoring and maintenance
- Production Solaris operating environment installation and administration
- Hardware and services logging, monitoring and reporting systems
- Installation, configuration and support of operating environment for Development and Business Application services
- Disaster recovery and data protection
- Participate in 24x7 support of critical services

In this position, Mr. Dudic has been using his experience with the following:

- Sun hardware (servers, storages and components)
- Cyclades console servers
- Solaris Volume Manager (SVM) as main disk/storage management solutions
- ZFS file system
- Solaris Operating System Live Upgrade
- Monitoring and reporting systems (Nagios, syslog-ng, BigBrother)
- Disaster recovery and data protection using disk base, network solution - Dirvish
- Designing database systems using MySQL/Apache/PHP/HTML/CSS
- Unix Shell scripting

Please do not hesitate to contact the undersigned if you have any questions.

Sincerely,

Sergey Galitskiy
Manager, Unix Systems
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