



June 4th, 2009

To whom it may concern:

Zarko Dudic worked for Voicegenie Technologies at Toronto, Ontario, Canada as a System Administrator from Jul 2004 to July 2008. Voicegenie was acquired by Genesys Telecommunications, Inc. in May 2006 and has continued the business as Genesys VG, Inc. This is a full time job and he worked 40 hours per week. In that capacity, he engaged in the following duties:

- Configuration, administration, monitoring and maintenance of mixed Win200X and UNIX (Solaris and Linux) production and development network
- Installation and administration of UNIX and Win200X Production Servers
- All three levels of technical support to end users
- Disaster recovery and data protection for supported services
- Hardware and services logging, monitoring and reporting systems
- Participation in 24x7 support of production systems

In this position, Mr. Dudic gained experience with the following:

- Sun Microsystems hardware (servers, storages and components)
- Solaris Volume Manager (SVM)
- ZFS file system
- Monitoring and reporting systems (Nagios, BigBrother)
- Unix Shell scripting

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

Sincerely,

Douglas Booy
Manager – Information Systems Canada
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