



"Global Data Consulting and Services"  
Limited Liability Company  
(GDC Services LLC)

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Dear Recipient,

Farida Suleimanova worked at GDC (Global Delivery Center) Services from June 2018 till December 2022. Farida held the position of ITSM Analyst (Incident, Request, Asset and Configuration Management Analyst). In that position, she had the following responsibilities:

- Plan, perform and coordinate actions within the process, defined by responsibility matrix according to GDC methodology and methodology specified by the Customer
- Cooperate with process manager to have all participants follow the process and in case of any deviations or potential risks, inform manager of the process immediately
- Evaluate, classify and prioritize new requests from participants of the process
- Consolidate gathered information and estimates, request missing data if needed
- Regularly check the status of all components of the process and provide their up-to-date workflow
- Provide regular updates
- Prepare regular reports and reports by request, gather statistics, check incoming correspondence of the group mailbox daily, provide up-to-date and detailed answers and corresponding actions.

Farida was effective as an ITSM Analyst and was quickly able to perform the role of an Asset and Configuration manager.

Farida is a bright and personable individual. She is highly self-motivated and well capable of achieving any goal she sets, as well as motivate others to act as a team in this effort. Farida is professional in her field. She proposed innovative ideas to improve SACM and Incident Management processes.

Farida is a great asset to any company that hires her.

Best regards,

Ruslan Vagizov

Director, GDC Services

