

June 15, 2017

**To whom it may concern**

This is to certify that Mr. **Mina Milad Fouad Abdelmasih** was employed by Paradise Hotel Management Company as a full-time paid employee, 48 hours per week, starting from **21-09-2014** till he resigned on **31-05-2017**.

He/she displayed great enthusiasm and dedication during employment with us and the last position that he/she held was **Senior Systems Administrator**.

Employment location: Egypt, Marsa Alam Branch.

**Employee responsibilities:**

In charge of a domain site environment with associated server and four remote work-group sites:

- Providing first and second level of technical support for domain and remote workgroup branches
- In charge of new branches network infrastructure, ensuring that the design of computer sites allows all components to fit together and work properly, and monitoring and adjusting the performance of these networks
- Managing Mikro-Tik server Router-OS for guest users; providing service support in diagnosing, resolving and repairing server-related hardware and software malfunctions for HP with MS windows server 2008 R2, encompassing HP workstations and HP edge switches for employees
- Managing MS SQL Server 2008 R2 to ensure the accuracy and completeness of all data master files for Comsys Hotel Management ERP system
- Debugging, tracking, reproduction, logging and resolving all SQL server problems, according to approved quality testing scripts, procedures and processes
- Responsible for domain processes, procedures and operational management associated with system security and offsite/local disaster recovery planning for all company sites
- Managing and monitoring Backup4all and Symantec backup systems performing the operational establishment and preventive maintenance of backups, recovery procedures for all company sites
- Liaising with CyberoamWorks, Microsoft HP, Dell, leasedline and VPN ISPs; analyzing, installing and maintaining Cyberoam firewall and Kaspersky Business Select; and monitoring company contractual obligations, performance delivery and service level agreements
- Surveying all company sites to determine future computer network needs and making recommendations for enhancements in the implementation of future servers and networks

Document was given to the employee upon his/her request without any legal responsibilities toward the company.

**Signatory:**

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