

**October 2016**

To Whom It May Concern:

I have worked with Khaled Zayed at Tata Global Beverages in 2015-2016 in the same IT Department.

Khaled is a breath of fresh air when it comes to IT Project Management/Lead IT Support. He marshaled his resources very efficiently against challenging environment. His experience and the way he treats projects is very impressive. Khaled coordinated with various IT teams, vendors, and client on implementing multiple projects during his tenure at TCS/TGB. Projects that Khaled coordinated include network upgrade in the U.S and Canada locations and the implementation of a new Wireless System and the move of IT equipment/network rack to a new location. Khaled also managed the implementation of a new paging system at the factory location and video conference system upgrade. Khaled was also responsible for Providing Incident Management, Request Management and Change Management for Desktop / Laptop Environment as per defined SLAs and KPIs and managed site specific Documents, Vendor contacts and Escalations, Application Installation Documents

I have also observed Khaled training new IT staff in the best way and providing IT trainings to regular users in different locations.

Khaled would be a valuable addition to any team he joins.

Thanks & Regards,

Zubin Lalani

[Zubin.lalani@gmail.com](mailto:Zubin.lalani@gmail.com)

443-825-9469

