

10/06/2016

To whom it may concern:

I've worked with Khaled for about 2 years. In that time he's been someone to work with that's been professional and friendly, who's always been available for assistance with whatever IT issue I've experienced, and always provided excellent resolution for any issues experienced. While I'm not well versed enough in IT to know the magic of what he does, he's always gotten the job done.

Khaled Worked at TCS/TGB as a Lead IT Analyst and was responsible for managing three sites in the U.S and Canada. During his work at TCS/TGB Khaled worked on multiple IT projects such as network upgrade and implementing a new Wireless system in the three locations. Khaled also was responsible for training junior staff in the IT department and training users on the use of various technology tools

From where I sit and observe people who have this position, it seems to be one of always dealing with people in crisis. Khaled interacts with these people, including myself, with a smile and gets the issue fixed. Whenever Khaled's name comes up in conversation with other employees, there is always something positive to say about his performance and his demeanor. Any company would benefit to have Khaled in their employ.



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