

# IOANNOU & IOANNOU

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John Ioannou, Jr.  
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Dear Sir/Madam:

**Re: Reference for Mr. Dimitrios Fliakos**

I had the opportunity to work with Dimitrios Fliakos during my law firm's tenancy at the Aventura Business Center (ABC). Dimitrios directed business and network operations for the seventy-five (75) suite office facility. Our firm relied on the proper functioning of ABC's computer network and IP telephone system, and on a level of service that would enable us to meet the demands of our daily business operations as well as to comfortably welcome clients to our offices.

To that end, Dimitrios' technical and operational management responsibilities were critical to our firm's ability to provide quality service. Dimitrios proved to be technically competent and adept, and was an important resource when it came to coordination with configuration changes dealing with our own multi-office subnet. Problem identification and response time were vastly improved, and the changes to infrastructure implemented by Dimitrios led to greater network stability. Whenever we had an issue, Demetrios resolved it quickly and efficiently.

Dimitrios is a resourceful, creative, and solution-oriented individual who was frequently able to come up with new and innovative approaches to difficult issues. On the personal side, Dimitrios has open and clear communication skills. He is very approachable and willing to assist whenever and wherever needed. I would highly recommend Dimitrios in any capacity where high level customer service and technical proficiency are required.

Sincerely,

A handwritten signature in black ink that reads "John I" followed by a long horizontal flourish.

John Ioannou, Esq.

Jl/cb