

Senior Professional – IT Specialist, Internal IT

December 2011 – Present

The National Information and Communication Technology Company Limited (iGovTT) Port of Spain, Trinidad

Responsibilities:-

Coordinated and supported the following:

- Fire Suppression implementation at Head and Chaguanas Offices
- iGovTT Mobile pilot project
- Patch Management solution
- Implementation of the VOIP Project
- Network, software and hardware infrastructure for the existing deployments at the Head office, Chaguanas office and ttconnect Service Centres throughout Trinidad and Tobago
- iGovTT ICT and Multimedia equipment for the Secretariat at the ICT Business and Innovation Symposium 2012

Currently planning and designing activities involved with the following:

- Symantec End-Point protection project
- iGovTT Disaster recovery project
- ttconnect workstation upgrades, replacements and system imaging solution
- Procurement of computer hardware and software acquisitions
- Upgrade of the Network, software and hardware infrastructure at the Head office, Chaguanas office and ttconnect Service Centres throughout Trinidad and Tobago

Senior Professional – Channel Specialist

June 2011 – December 2011

The National Information and Communication Technology Company Limited(iGovTT/ttconnect) Chaguanas, Trinidad

Responsibilities: -

- Coordinated and managed the operations of the assigned channels – Kiosks, Express buses, Portal and Mobile portal
- Coordinated the optimal use of resources and manpower assigned to channels to support the achievement of approved targets
- Analyzed and made recommendations for new and existing locations, enhanced user-friendliness, promotion and awareness of the Kiosks and ttconnect Express buses
- Developed systems, documentation and processes for all delivery channels assigned

- Worked with stakeholders to update and manage all channels, which ensured smooth transitioning of upgrades for minimal user disruption
- Developed operational budgets for all channels
- Ensured updated information on all Government sites were reflected on the Kiosk and Portal for the delivery of information and service

Professional-Project Officer

June 2010 – June 2011

The National Information and Communication Technology Company Limited (iGovTT/ttconnect) Chaguanas,Trinidad

Responsibilities:-

- Coordinated and managed the operations of the assigned channels – Kiosks, Portal and Mobile Portal
- Analyzed and made recommendations for new and existing locations, enhanced user-friendliness, promotion and awareness of the Kiosks and ttconnect Express buses
- Developed systems, documentation and processes for all delivery channels assigned
- Coordinated with Operations Unit to update and maintain the Portal, ensured smooth transitioning of upgrades for minimal user disruption
- Developed operational budget for the ttconnect Kiosks
- Ensured updated information on all Government sites were reflected on the Kiosk and Portal for the delivery of information and service

Information Technology Specialist

December 2008 – May 2010

National Secretariatfor the Fifth Summit of the Americas and the Commonwealth Heads of GovernmentMeeting 2009 - Office of the Prime Minister Port of Spain, Trinidad

Responsibilities:-

- Planned, coordinated and managed the activities of the Information and Communication Technology department
- Developed appropriate financial budgets and operational plans
- Developed, implemented, and maintained information security policies and plans to ensure the confidentiality and integrity of all resources and services

Coordinated the procurement of computer hardware and software, which involved the following:

- Conferring with vendors
- Assessing proposed technologies
- Recommended purchase of related technologies and services

- Developed general procedures, guidelines and protocols for the development of effective hardware and software solutions
- Planned, scheduled, supervised and reviewed the work of consultants and vendors
- Maintained records and inventory of hardware and software
- Implemented appropriate technologies (software, hardware and communications) to ensure that the Secretariat's strategic objectives were achieved

System Support Analyst

December 2006 – November 2008

Connect Ltd. (a PBX and Networking Company) Barataria, Trinidad

Responsibilities:-

- Coordinated with NetLinks (a networking and fibre optic cabling company) and other contractors to resolve customer issues
- Scheduled training and meetings with all stakeholders to discuss customer satisfaction and improve customer service
- Followed-up on issues for all customers using the AltiGen PBX system, TalkSwitch PBX system and Trysis PBX call accounting software
- Researched technical expertise by attending training sessions, seminars, workshops and reviewed published literature