BERTLAND HOPE

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CAREER SUMMARY

Manager Information Systems • Systems Administrator • ICT Instructor

- *Influential and transformative systems manager* with 15 years of experience administering networks and troubleshooting systems through documentation and meticulous project execution.
- *A "best of both worlds" manager* with deep expertise across both open source and enterprise tools, and an ability to devise and execute integrated solutions that engage users and deliver strong ROI.
- *Superior rapport building, client relations and negotiation skills.* Drove the implementation of an off-site storage location used in disaster recovery and initiated business relations with eGovJa and the government of Jamaica management of information systems officers group.
- *Presents a skill set that combines* network, system, database, and website administration with teaching experience. Specifically interested in meshing these areas of expertise to deliver value as a manager of information systems within a public sector entity.

AREAS OF EXPERTISE

- Web development and design
- Training
- Troubleshooting
- Systems Administration

- Windows Server
- Open-source tools
- Virtualization
- SQL/NoSQL

- Microsoft Office suite/packages
- Strategic Planning
- Vendor Relations
- Firewalls

PROFESSIONAL EXPERIENCE

Dancehall Archive and Research Initiative (DHA), 96b Old Hope Road, SAINT ANDREW   **2018 – Present**
The DHA aims to engage students, faculty, researchers, artists, dancers, musicians, staff, journalists, participants and others who are committed to the preservation and spread of knowledge about dancehall culture.

Manager Information Systems and Co-Director

Working with the DHA team, responsible for the design and implementation of the DHA's website and associated networks.

Key Accomplishments

- *Generate over 500 impressions* monthly via the organization's social media platforms: Facebook, Twitter, Instagram, LinkedIn, YouTube, and Reddit.
- *Web development and design* WordPress, MySQL, HTML, PHP, JavaScript, Ftp and GoDaddy.
- *Strategic planning event branding* using tiled printing to create large-scale DHA logos to brand the launch venue.
- *Systems administration for Dancehall Vibes Series and other events,* event promotion, live event production using OBS (Open-Source Broadcasting Software), Zoom, and post-event video production using Adobe Premiere Pro: http://www.dancehallarchive.org/dha-dhavsv1/

Jamaica Intellectual Property Office JIPO, 18 Trafalgar Road, KINGSTON 10   **2014 – Present**

To establish and administer a modern and effective intellectual property system, which will act as a catalyst for international competitiveness, facilitating economic growth and national development.

Manager Information Systems

Recruited to perform the day-to-day preservation and support of JIPO hardware and software. Provide equipment and infrastructure solutions as per JIPO requirements. Ensure the high availability of mission-critical systems. Identify network technologies that may enhance JIPO's existing communications system.

Key Accomplishments

- *Open-source tools deployed one Pfsense firewall with over 20 OpenVPN clients,* a low-cost enterprise open-source firewall and a VPN solution enabling work-from-home for JIPO staff members.
- *Strategic planning reached over 20,000 customers* in seven days during 2021 IP Week live multicast events broadcasting via OBS (Open-Source Broadcasting Software) to the company social media channels Facebook, Instagram, and YouTube.
- *Asset management tracking over 700* physical JIPO ICT assets deployed SnipeIT an open-source Asset Management System that allows for easy issuing, tracking and reporting on company ICT assets.
- *Vendor relations significantly reduced JIPO's downtime* risk factor from days to hours by implementing off-site data storage, production test environments and backup scripts to pull company data from the production Oracle Database and PeachTree Accounting servers.

Neustone Limited, 30-32 Red Hills Road, KINGSTON 10   **2012 – 2013**

Neustone Limited is a Jamaican based, international project management firm.

Manager Information Systems

Recruited to manage information systems supporting multiple user service requests across multiple areas and being able to have a record of all actions taken. Workstation, Servers, POS, Printers, Software, Mobile Devices, Wi-Fi, Projectors etc.

Key Accomplishment

- *Vendor relations deployed ICT* infrastructure for Famous Nightclub, Portmore; site visits and survey, buy materials and hardware, pulling and patching all network nodes. Setting up the server room, back office, Wi-Fi, point of sale systems, programming, testing and launching the Famous nightclub.

Electoral Commission of Jamaica, 43 Duke Street, KINGSTON   **2011 – 2011**

To so conduct national elections that no unfair advantage is given to any party or individual contesting the polls, ensuring that the objective of one man one vote is met under the six stated principles of Universal Adult Suffrage.

System Administrator

Following my path of being a manager of information systems, accepted a short-term contract role to set up and support Electronic Voters Identification Systems EVIBIZ on remote computers in various polling locations island-wide during the 2011general elections.

Key Accomplishments

- *Training knowledge transfer,* assisting colleagues working under pressure during problems solving routines.

- *Troubleshooting working under pressure* solving technical issues with fingerprint scanners, printers, and other related EVIBIZ hardware. While minimizing downtime experienced by voters from double to single-digit minutes.

St. Andrew Preparatory School, 2 - 6 Cecelio Avenue, KINGSTON 10   **2009 – 2011**
St Andrew Preparatory School opened its doors on September 16, 1930, with ten students. These children ranged in ages from three and a half to seven years.

ICT instructor

Recruited to assist students in using technology to communicate effectively. Maintain the school's website. Assist staff with technology integration ideas and methodology. Assist in the maintenance of computers, routers, and printers in the school.

Key Accomplishments

- *Strategic planning designed, managed and produced* the Mighty Mice Magazine 2010 version of the school's annual magazine using Adobe InDesign.
- *Computer Club* responsible for the Computer Club where children could explore ICT outside the normal class hours.
- *Training ICT curriculum,* grade three to grade six. Grades three to five taught how to use Microsoft Office suite/packages, grade six taught how to use the internet to do research.
- *Web development and design* managed content on the school Joomla website.

EDUCATION

Master of Science, Computer Science
The University of the West Indies, Mona
Degree in progress; anticipated completion 2023

CISCO CCNA, Exploration
The University of the West Indies, Mona

Bachelor of Arts, Computer Science
The University of the West Indies, Mona

Diploma, Website Design and Software Programming
Caribbean Institute of Technology/Excelsior Community College
137 Mountain View Avenue, Kingston 3

EXTRA

Global Reggae Conference 2008, International Reggae Conferences (2010, 2013, 2015), WIGUT 2009, Walter Rodney Conference 2008, JamaicanHope.

Jamaica Computer Society, Crystal Towers Strata, the Jamaica eSports Initiative.

Gardening, Laser Engraving, Chess, football and pool.