

Gayflor Gabriel Willie

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Skills

Linux (Ubuntu), WAMP, LAMP, XAMPP servers, Windows Servers 2008, 2012 Administration, QuickBooks installation & Setup, HTML5, CSS, JavaScript, Python, PHP, MYSQL, CompTIA A+ (Core 1 & 2), CompTIA N+, Service Management (ITIL V4), CISSP, Cybersecurity, Cisco Meraki, Ubiquiti, MikroTik, Microsoft Azure Active Directory Domain Services (ADDS), Microsoft Intune (MDM), SonicWall, Cherwell Ticketing System (Helpdesk), Freshdesk Ticketing System (Helpdesk), Remote Support Services, MS Teams, Zoom, GoTo Meeting, GoTo Room

EDUCATION

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| 2023 | MSc. Information Systems Management (Graduate)
University of Salford , Maxwell Building,
The Crescent, Salford M5 4WT, Greater Manchester, UK |
| 2020 | Certificate Cybersecurity (Managing Risk in Information Age) (Certificated)
Harvard University (VPAL), Massachusetts Hall,
Cambridge, MA 02138 USA |
| 2013 | Bachelor of Business Administration (Graduate)
University of Liberia, Capitol Hill,
Monrovia, Liberia |
| 2007 | Computer Maintenance and Services (Diploma)
MBM/IBM, Turton Street Off Igboere,
Lagos, Nigeria |
| 2006 | Advanced Professional Diploma Networking
COMPTTEL Microsystems, Ikoyi, Island, Lagos, Nigeria |
| 2006 | Advanced Certificate IT , JAVA Second Enterprise Environment (J2EE Object
Oriented Application Developer)
NIIT, Timayu Salvage, Victoria Island, Lagos, Nigeria |

WORK EXPERIENCE

Nov. 2023 – Present

The Mitchell Group -PREVAIL, [Monrovia, Liberia](#)
IT Manager

- Under the supervision of the TMG IT consultant, located in the USA, added PREVAIL computers to the TMG domain.
- Conducted IT training assessment for all departments, with collated recommendations.
- Worked along with the Learning & Professional Development (L&PD) department to design IT training within the organization.

- Rollout departmental IT related trainings as well as refresher trainings.
- Assisted in synchronization of site staff requisite folders to Microsoft OneDrive during the transition.
- Compose site monthly IT report and IT inventory.
- Provided special IT support to the PREVAIL Research laboratory at LIBR.
- Designed and set up new office space that included cabling, routers, switches, printers, and scanner configuration.
- Set up PREVAIL staff email accounts with temporary passwords.
- Connected and monitored the LIBR Research lab team Netgear cloud backup device.
- Collated project monthly scratch card infusion listing and prepared purchase request and submitted to Deputy Director for Administration for perusal and approval.
- Worked with Prevail Research Lab Manager and foreign scientist on the configuration and troubleshooting of the Luminex Magpix, Quanterix -SPX devices for quantitative analysis of samples.
- Set up Ubuntu Raven PC for sequencing of specimens and analysis.
- Troubleshoot Internet Service provider (ISP) problems and provide issues to ISP with the best solutions to improve the IT infrastructure (Direct Fiber Optic, Microwave dishes, PoE, etc.)
- Supported the Data Management team in troubleshooting and setting PID labels SF61 barcode scanner and PB22 wireless printers.
- Resolved assigned TMG Freshdesk helpdesk ticketing within an appropriate time.
- Assessed and recommended requisite spare parts for non-warranty laptops, desktops, and printers.
- Repaired laptops, and desktops (broken screens replacement, rams, and processor replacement) after assessing and recommending spare parts.
- Provided remote management support via MS Quick Assist to customers within the employ of the organization domain.
- Submitted service requests for the procurement of necessary IT-related equipment.

**December 2020 – October 2023 FHIC -PREVAIL, [Monrovia, Liberia](#)
IT Manager**

- Under the supervision of the FHIC Global IT Manager located in the USA, added PREVAIL computers to the FHIC domain.
- Set up PREVAIL staff email accounts with temporary passwords.
- Connected and monitored the LIBR Research lab team Netgear cloud backup device.
- Collated project monthly scratch card infusion listing and prepared purchase request and submitted to Deputy Director for Administration for perusal and approval.
- Provided special IT support to the PREVAIL Research laboratory at LIBR.
- Worked with Prevail Research Lab Manager and foreign scientist on the configuration and troubleshooting of the Luminex Magpix devices for quantitative analysis of samples.
- Set up Ubuntu Raven PC for sequencing of specimens and analysis.
- Troubleshoot Internet Service provider (ISP) problems and provide issues to ISP with the best solutions to improve the IT infrastructure (Direct Fiber Optic, Microwave dishes, PoE, etc.)
- Supported the Data Management team in troubleshooting and setting PID labels SF61 barcode scanner and PB22 wireless printers.
- Designed and set up new office space that included cabling, routers, switches, printers, and scanner configuration.
- Resolved assigned FHIC Cherwell helpdesk tickets within an appropriate time.
- Provided remote management support via Bomgar to customers within the employ of the organization.
- Provided and maintained regular reports related to deployments and software compliance.
- Submitted service requests for the procurement of necessary IT-related equipment.
- Assisted in synchronization of site staff requisite folders to Microsoft OneDrive during the transition.

Feb. 10, 2016- Jul. 31, 2020

**TMG-PREVAIL, Monrovia, Liberia
IT Specialist**

- Configured, and joined computers and users to the TMG/PREVAIL Dell PowerEdge R730 Windows server 2012R2 domain as well as installed and deployed QuickBooks financial application and Database server for the Finance department.
- Group Departments into organization units (OU) on the TMG Dell PowerEdge R70 server for proper use of designated resources.
- Drafted backup and Disaster Recovery Plan (DRP) and submitted to Project Manager for discussion and implementation.
- Collaborated with TMG Headquarters IT, in setting up Polycom Session Initiation Protocol (SIP) VOIP desk phone for the Project Manager's office.
- Deployed and managed Cisco Meraki MX84 switches, MS220P Power over Ethernet (PoE) switch, and Access Points MR32 & MR33 at PREVAIL five (5) sites.
- Troubleshoot and conducted minor repairs of laptops, desktops, printers, and motherboards.
- Supported ACCEL and NPHIL IT Managers in setting up LIBR NPHIL-NRL data center as well as rolling out laboratory Information systems (LIS).
- Worked with LEIDOS IT team in deploying new devices (Cisco Meraki MX84, MR32 and MR33, MS220P, and MS225), managed and maintained overall IT infrastructure.
- Carried on routine Server backups on a daily, weekly, and monthly backup.
- Conducted frequent technology orientation with IT Assistants and field staff remotely over video conference.
- Work with local and international IT in sourcing potential ISPs, in terms of money for value and Quality of Service (QoS).
- Collated all site IT reports along with monthly IT inventory and submitted them to both local management and the FHIC IT leadership.

Sep. 2015 – Feb. 2016

**USAID - Legal Professional Anti-Corruption, Monrovia, Liberia
IT Specialist**

- Under the supervision of the Chief of Party, configured the Louis Arthur Grime Law School USAID-ABA administrative server for both LIBRE servers and joined requisite computers and user accounts.
- Managed LPAC project office IT equipment needs and maintenance.
- Set up proper backup systems both cloud and physical server backup procedures.
- Planned, developed, and implemented IT budget and obtained competitive prices from suppliers to ensure cost-effectiveness.
- Researched and installed new technologies as well as trained end users on the latest technology.
- Offered users appropriate support and advice.
- Planned and supervised contracted website Developers in developing counterparts (LNBA, James A. Pearson) websites.

April 2013– Sept. 2015

**USAID /Liberia Monitoring &Evaluation Program (L-MEP)
IT/Database Administrator**

- Created USAID implementing partners' profile and data storing space within the USIAD performance indicator database system (PIDS)

- Managed Performance Indicator Database System (PIDS) that provided multiple types of USAID
- Implementing Partners (IP's) project information and documented progress and impact of all activities supported and monitored by USAID/Liberia.
- Gathered monthly data entered by USAID implementing partners (IPs) through the PIDS dashboard to analyze and generate reports in graphical form along with respective M & E Specialists for discussion with USAID Implementing Partners on impediment and growth.
- Reconfigured & commissioned newly procured Dell power-edge720 with Windows 2012 R2 server domain, active directory, and other required application to suit USAID/L-MEP need and existing users.
- Managed USAID/L-MEP Content Management System website (updated website weekly and monthly) as were requested by the management team.
- Set up remote support between the field office (Gbarnga) and the Monrovia office to reduce frequent travel to the field office.
- Did monthly/quarterly reports and submitted them to line managers' Knowledge management specialist.
- Setup long-range wireless bridge (1KM to 5KM) wireless outdoor access points between field office and expatriate's residence.

June 2010-April 2013

Merlin (UK) –Liberia, Monrovia, Liberia
ICT Manager

- Worked with the Operations Manager and logistics Coordinator to Design a Project Management Information System (PMIS) to meet the needs of the organization and ensure the quality of service with appropriate impact measurements.
- Worked with the country management team on designing the blueprint of the project management information system and presenting a dry run of the expected result in a PowerPoint presentation.
- Led & facilitated ICT Project Management Implementation System to accomplish tasks before the deadline.
- Installed & Programmed Merlin HF (NGT Codan & Motorola GM360/GP340/360/GP380) radios for vehicles and bases and Merlin staff.
- Managed Merlin Liberia HP ProLiant ML350 file Windows server 2008 for user base on permission for the internet including administering registration and log-in process for new and existing users.
- Carried out regular ICT field visits to ensure ICT policies and procedures were adhered to by all field site staff.
- Trained Merlin country office and field office staff in ICT various newly introduced applications as well as hardware.
- Submitted quarterly ICT reports on all projects to the Country Management Team (CMT) and ensure that all equipment functioned accordingly.

July 2009-December 2009

CARE USA, Abidjan, Ivory Coast
IT Consultant

- Worked with the Country Director and the country IT team in setting up Scala database system for the Ivory Coast.
- Provided briefing on new technology and the impact to the project as well as trained the IT team on utilization of those new technology.
- Supported the automation process of running application to improve project deliverables.
- Led & facilitated ICT Project Management Implementation System to accomplish tasks before the deadline.
- Met with project stakeholders and IT leads to design and improve on available technology.
- Analyze IT workflow and generate monthly report of gaps and achievements within the IT department.
- Conducted ICT field visits to ensure ICT policies and procedures were adhered to by all field site staff.

- Did regular ICT reports on all projects to the Country Management Team (CMT) and ensure that all equipment functioned accordingly.

Mar. 2008- Jan. 2009 TEARFUND (UK) **Monrovia, Liberia**

IT/Communication Officer

- Set up and programmed Codan NGT (HF) and Motorola GM360 vehicles and base stations radio for communication between field sites and the main office team.
- Programmed GP340-380, GM360 in simplex and duplex, and NGT Codan radio for staff utilization. • Troubleshoot faulty GP340-380, GM360, and NGT Codan radios repaired some with a minor issue, and report to the line manager for an external team to provide spare parts for repair.
- Provided LAN, printers, and computers support to Tearfund Monrovia office and field offices (Gbarpolu, Sinoe, Nimba)
- Configured and replaced wireless routers and ensured configuration function as expected.
- Supported Tearfund's local partner (AEL) with internet issues and other IT-related issues.
- Ran new LAN connections between the main office to expatriates' residences as well as terminated cable for internet connection.
- Carried on general backup of Pop3 outlook backup as well as desktops and laptops.
- Served as a lead communication officer for Tearfund offices (Monrovia, Gbarpolu, Sinoe, and Nimba).