

# Ricardo Ellis

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## Objective

To obtain a website project, related to my best skills, experience and services, by being assertive and proactive.

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## Skills

HTML, CSS, Microsoft Visual Code, Content Management Systems, QuickBooks Online, Wave Financial, Zoho Cloud, Customer Service, HubSpot CRM, Microsoft Office, WordPress, phpBB, Simple Machine Forums, Computer Hardware, Computer Literacy, Information Technology Help Desk Support.

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## Experience

iTeewebee.com | January 2020 – Present

Freelance Web developer | Help Desk Support

Created websites by managing a managed web hosting server and managing domain names. Also created SFTP users and SFTP accounts. Installing WordPress Content Management System and other php-Based web scripts. Later went on coding from scratch using HTML and CSS combined.

### Key Responsibilities:

- Founding and creating websites
- Installing & Managing Content Management Systems
  - WordPress
  - Joomla
  - Magento
  - phpBB
  - Simple Machine Forums
- Website maintenance
- Sales of various IT programs

- Retail sales
- Liaising with customers to provide excellent customer service
- Website security
- Domain management
- IT Help Desk support

Sagicor General Insurance Incorporated | January 2018 - October 2019

## Insurance Policy Renewal Clerk

While working with several class of insurance, both general home and general motor, I've renewed, amend and processed a vast majority of insurance policies. Direct calls to customers were made to follow up on any changes to their insurance policies or any queries to be resolved on their insurance policies.

### Key Responsibilities:

- Calculating of policy premiums
- Cancelling of client's policies
- Processing Cover Notes for motor insurance
- Processing Certificates for motor insurance
- Reviewing of Data of several types of policies
- Adjusting Account Balances for renewal of policies

Sagicor General Insurance Incorporated | February 2017 - December 2017

## Data Entry Clerk

Moving data from a legacy system (MS DOS) to a modern graphical user interface proprietary software with timeline data input accuracy. Also reported bugs and system errors.

### Key Responsibilities:

- Identifying Errors that may occur with system
- Transfer of Data from legacy system to modern system
- Keying of Policy Information
- Updating Client Records to reflect amendments
- Input Policy Information for several types of Insurance policies

Columbus Communications Inc | May 2015 - June 2016

## Customer Service Representative - Dispatcher

Scheduling and routing of residential and commercial fibre optic installations while liaising with on-site technicians. Providing customer support and troubleshooting on

internet and iptv services. Also the task of update all customer records and providing billing support. Carried out testing to a migrating internal network.

### Key Responsibilities:

- End User Troubleshooting
  - Providing Support to Customer Service Issues
  - WIFI, Modem, Set-Top-Boxes Troubleshooting
  - Resolving Provisioning Issues
  - Tier 1 Customer Support – Small and Medium Enterprise
  - Tier 2 Customer Support – Residential
  - Network / System Issues
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## Education

### Barbados Community College | 2008 - 2011

Certificate In Information Technology

GPA: 3.38

### Coleridge & Parry Secondary School | 2002 - 2008

General Certificate of Education (GCE) O'Level

- English Language
    - Grade 2
  - Information Technology
    - Grade 2
  - Social Studies
    - Grade 3
  - Principles of Business
    - Grade 2
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## Certifications

- Certificate in Customer Service
- Certificate in IT Service Desk Careers and Certifications
- Certificate in Entrepreneurial Studies
- Certificate in Information Technology Fundamentals
- Diploma in Microsoft Office
- Certificate in Code:101

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## Professional Engagement | Volunteer Work

- 1st Place Business Labs | Youth Entrepreneurship Scheme
- Dispatcher Employee of The Month | Columbus Communications Inc
- Dominica Missionary Trip | Housing Re-roofing Devastated By Hurricane Maria