

Ricardo Ellis

2nd Avenue Green Hill Saint Michael (Barbados) | 1 (246) 263-7517

www.iteewebee.com | ellisricar@gmail.com

About

Hi! I'm a dependable and tech-savvy professional actively seeking remote opportunities in the areas of IT Help Desk support, web development (junior level), live chat agent, customer support, data entry, or IT training roles.

I bring strong communication skills, a problem-solving mindset, and a genuine passion for technology. Whether it's helping users troubleshoot issues, building user friendly websites, or ensuring efficient support experiences, I aim to deliver results with accuracy and consistency.

- Tech savvy & quick learner
- Customer focused & solution oriented
- Adaptable to global remote environments
- Always eager to learn, grow and contribute

Let's connect if you're looking for someone who's ready to step in, support your team, and grow with your organization

Objective

To obtain a remote full-time or part-time position, related to my best skills, experience and services, by being assertive and proactive.

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.

Experience

iTeeweebee.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

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
-

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
-

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
- Camp Counselor | Information Technology Classes