

Ricardo Ellis Résumé

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PROFESSIONAL SUMMARY

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

WORK EXPERIENCE

Freelance Web Developer | Help Desk Support | ITeeewebee.com | Barbados Jan 2020 - July 2025

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.

Insurance Policy Renewal Clerk | Sagicor General Insurance Inc | Barbados Jan 2018 - Oct 2019

Renewed, amended and processed insurance policies, managed calls with customers for policy changes and queries.

Data Entry Clerk | Sagicor General Insurance Inc | Barbados Feb 2017 - Dec 2017

Moved data from a legacy system to a modern system with timeline data input accuracy, reported bugs and system errors.

Customer Service Representative | Columbus Communications Inc | Barbados May 2015 - Jun 2016

Scheduled and routed fibre optic installations and provided customer support and troubleshooting on internet and iptv services.

EDUCATION

Information Technology | Certificate Jan 2008 - Jan 2011

Barbados Community College | Barbados | GPA: 3.38

Computer Concepts, Principles of Database Management , Introduction to Productivity Tool, Introduction to Accounts, Introduction to Internet Technologies, System Analysis & Database Design, Hardware Fundamentals, Computerized Accounting.

(CSEC) O'Level | Caribbean Secondary Education Certificate Jan 2002 - Jan 2008

Coleridge & Parry Secondary School | Barbados

English Language - Grade 2, Information Technology - Grade 2, Social Studies - Grade 3, Principles of Business - Grade 2.

EXPERT LEVEL 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.

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