Ricardo Knight

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📍 New Harbour Village 2,
Old Harbour,
St. Catherine

Objective

Seeking a position in life to utilize my skills and abilities and achieve professional growth while being resourceful, innovative and flexible. To add valuable assets to your esteemed organization as an active member.

Expertise

Technical Support

Network Administration

Troubleshooting

Security

Disaster Recovery

Microsoft Suite

Website Development

Bootstrap Studio

Visual Studio

Soft Skills

- Excellent Time Management
- Work Ethic
- Leadership Skills
- Flexibility/Adaptability
- Communication Skills
- Interpersonal Skills
- Problem-Solving Skills
- Teamwork

Education

Bachelor of Science Degree
Information & Communication Technology
Vocational Training Development Institute - (Pending)

Associate of Science Degree
Information & Communication Technology
Vocational Training Development Institute - (Pending)

Associate of Science Degree
Management Information System
Portmore Community College, 2018

Certificates

- ASP.Net Core & Entity Framework Development, Udemy 2021

- C# Console & Windows forms Development with LINQ & ADO.Net, Udemy 2021

- Airports Operations
  JetBlue University, Orlando FL. 2019

- Cisco Certified Network Associate (C.C.N.A)
  Network Fundamentals

- Lan Switching & Wireless

- Routing Protocols & Concepts
  Stony Hill heart Academy, 2012-2013

- Computer Repairs Technician
  Portmore Community College, 2011

- Computer Network Administrator
  Portmore Community College, 2011

👍 Professional Experience

Waterford High School | *System Administrator | 2020 – 2021 (Contract)*

- The daily operation three (3) computer laboratories and monitoring of main office to ensure that all equipment is in working order.
- Troubleshooting any problem that may arise with the school's network.
- Supervise the Computer Lab Tech. and the Audio-Visual Lab Tech.
- Teaching Grades 9 – 11 ICT classes Additionally, manage – eLearning Laptops, servers, switches, and access points.
- Plan, design and create school website and schedule the computer labs to staff, teachers and students.

Olympic Construction: Turks & Caicos Islands | *Machine Operator/IT Specialist | 2019 – 2020*

- Delivery Truck driver and operator of 30ft Tow Trailer, Caterpillar Telehandler (Sky Trak).
- Installation of Network equipment, Computer Repairs, Cabling and Close Caption Television (CCTV).
- Dailey responsibility for Inventory Management System (paper base) and Procurements.
- Checking 40ft shipping container stocks as they exit the sea-port.

JetBlue Airlines / Jamaica Aviation Service (AJAS) | *Airports Operations | 2019 (Contract)*

- C.S.R Customer Service Repetitive - Responsible for greeting, advising, giving information and task with catering to customers' needs.
- Flight Prep - Responsible for preparing the documentation for the following day flights and submitting same to Immigration, Customs and JetBlue crewmembers.
- Ticketing Agent – Responsible for the shift's sales of tickets, rebooking and Corrections.
- In Special Service- Responsible for the collection from the plane of the incoming unaccompanied minors and meet and assist customers. Take them through security checks, immigration and customs.
- Out Special Service- Responsible for escorting unaccompanied minors and special need customers through airport security. Thereafter, taking them on board the aircraft and handing them over to the number one in-flight agent.
- Documents – Responsible to go at the boarding gate and check each customer's travel documents i.e., Visa, resident cards, Esta and passport(s), this is to ensure that they are fit to board the aircraft.
- Counter Agent – Responsible for the checking in of all customers to the flight.

Innswood High School | *Computer Laboratory Technician | 2018 – 2019 (Contract)*

- The daily operation of three (3) computer laboratories and the monitoring of main office to ensure that all equipment is in working order.
- Troubleshooting problems with the Close Caption Television (CCTV), networking equipment, servers, switches, and access-points maintenance.
- The development and creation of school website.
- Member of IT committee and Prize giving committee.
- Conducted teachers' workshop, Supervising lab equipment and facilities, maintaining records of lab equipment and supplies, enforcing the security policy of the lab, assisting students and teachers, design staff certificates and students' certificates, demonstrating proper use of computer systems to end users, resolving issues relating to technology in the school.

Angels Primary School | *Computer Laboratory Technician* **|** *2017 – 2018 (Contract)*

- Handling operation of the computers and networks in addition to teaching Grades 4 – 6 ICT classes.
- Implement a technology programme, IT committee member, Teacher's day committee member and establishing technology club.
- Conducted teachers' workshop, Filing of teachers' personal records.
- Supervising lab equipment and facilities, maintaining records of lab equipment and supplies, also ensuring security of the lab.
- Assisting students and teachers,
- Design and built students report card record,
- Demonstrating proper use of computer systems to students
- Resolving printer, scanner, and fax machine issues
- Creation of log ID and passwords for students
- Scheduling computers to students by referring to the time table in the register.

St. John's Primary School | *Computer Laboratory Technician* | *September 2006 – December 2017*

- Design and print School Leavers Certificates and Programmes and the merging and print end of year report for all classes.
- Taking of School's inventory
- Implementing and install Wi-Fi access points
- The development and creation of school website
- Conduct workshops: using mimo smartboard, using technology in the classroom
- IT Committee member
- Teaching evening classes with parents
- Analyzing data to generate a comparison between GSAT grades over the years, also for Grade 4 Literacy Test and Grade 3 Diagnostic Test.
- Teaching grades 3, 4, 5 and 6 (lower performing students) using Educational Software.
- Responsible for the day-to-day operation of the computer lab
- Working with Education Officers: setup for meetings, designing documents and formatting.
- Repairing: computers, Public Announcement System, Network and Equipment
- Filing of teachers' personal records
- Design administrative documents
- Design and compose job letters, leave of absence and general letters
- Stock control and purchase order
- Liaison with Principal and Administrative staff.

References

Mr. Huit Johnson
Board of Directors
Heart Trust NTA
Telephone: (876) 476-7317

Mrs. Cynthia Dawkins
Vice Principal
St. John's Primary School
Telephone: (876) 877-8118

Rev. Dr. Everton Thomas JP
Principal
Innswood High School
Telephone: (876) 532-0284