

## KNOWLEDGE AND SKILLS

- ✓ Python Programming Language
- ✓ The Django Web Framework
- ✓ Django Rest Framework
- ✓ JavaScript programming language
- ✓ React - JavaScript Library
- ✓ Bootstrap Front-end Framework
- ✓ Docker
- ✓ Docker-compose
- ✓ Git hub - Version control
- ✓ Software Development and IT Operations
- ✓ Application Programming Interface

## PLATFORMS AND TECHNOLOGIES

- ✓ Windows Server 2008, 2012, 2016; Windows 7, 8, 8.1, 10;
- ✓ Linux
- ✓ Li node Cloud Services
- ✓ Heroku Dev Center
  
- ✓ AWS Cloud Services
- ✓ Computer Hardware Repair
- ✓ Networking Essentials

## RELAVANT QUALIFICATIONS

Monroe College,

Bachelor's Degree in Computer Information Systems

### COURSES CREDITS

- ✓ Computer Hardware 3
- ✓ Computer Software 4
- ✓ Analytical Thinking 3

Sir Arthur Lewis Community College,

Associates Degree in Computer Engineering

### COURSES GRADES

- ✓ Computer Maintenance I B-
- ✓ Auto CAD A-
- ✓ Communication Studies I B-
- ✓ Programming Methodology: BASIC B-
- ✓ Computer Networking C+
- ✓ Information Systems C

## OTHER SKILLS AND INTERESTS

Web Hosting, Data Analysis, Image Communication, User Interface Design, User Experience Design, Carpentry, Plumbing, Electrical Work

**REFEREES**

Mr. Desmond Astwood

General Manager,

Government Information Technology Services Limited,

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Mr. Mervin Alexis

Systems and Database Administrator,

Government Information Technology Services Limited

758-468-5060

Mrs. Tricia St Clair

Helpdesk Coordinator,

Government Information Technology Services Limited

758-468-5060

## RELAVANT EXPERIENCE

Computer Systems Technician – July, 2014

Government Information Technology Services Limited

Graham Louisy Administrative Building, Waterfront, Castries, Saint Lucia

- ✓ Perform installation and upgrades to desktop hardware, software, network and related peripherals.
- ✓ Perform on-site troubleshooting and repair of hardware equipment. 3. Provide ongoing technical support and training to clients. 4. Assist with the setup and maintenance of GITS and clients' computer networks.
- ✓ Conduct routine preventative maintenance on GITS and clients' computer systems and peripherals
- ✓ Maintain a database with details (including problems, repair and maintenance) of all computer equipment in the company, and make recommendations for upgrade or replacement as deemed necessary
- ✓ Maintain detail records (including problems, client name and services performed) of all technical service jobs undertaken by GITS.
- ✓ Monitor stocks of computer parts and accessories and make recommendations to management for restocking
- ✓ Assist GITS Help Desk in resolving user problems.
- ✓ Configuring network software.
- ✓ Identifying and eliminating bottlenecks to ensure long-term network efficiency.
- ✓ Troubleshooting and resolving issues with the network. 13. Ensuring the network operates securely.
- ✓ Providing technical support to co-workers.
- ✓ Performing necessary upgrades to the network infrastructure as needed.
- ✓ Troubleshoot computer software and hardware issues, make repairs and perform scheduled updates

- ✓ Assist with ensuring that security software is properly installed on GITS and Clients computers
- ✓ Provide technical support to clients through various channels of communication
- ✓ Inspect cable lines to ensure that they are intact and working optimally
- ✓ Strives to resolve malware and virus issues within personal workstations and a company's network
- ✓ Repairs and maintains servers, personal computers, and other technology equipment
- ✓ Works with team members to troubleshoot both complex and routine computer issues
- ✓ Configures computer networks
- ✓ Stays abreast of current trends and technology and makes recommendations that will help a GITS keep up with technology standards in the industry
- ✓ Adapts quickly to changing circumstances, new standards, and requests by GITS management
- ✓ Acts quickly in crisis situations so GITS can resume normal operations as soon as possible
- ✓ Perform other job-related duties assigned by Supervisory staff or Management