

Andre M. Allen

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PROFESSIONAL PROFILE

Over ten years of experience in system administration, training & planning for various entities in the Caribbean, including classroom delivery and competency based training.

Platforms

- Linux
- Microsoft Windows Server Products
- Windows 98, NT, 2000, XP, Vista, 7
- Microsoft Office Suite

Languages

- C/C++, Visual C++
 - SQL
 - Visual Basic .NET
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PROFESSIONAL EXPERIENCE

Systems Administrator

Jamaica Information Service

July 2011 – Present

Responsibilities:

- To perform all major and minor preventative maintenance services to all servers and workstations in the organisation.
- Support the delivery of communication programmes through optimal use of the computer network system

Recent Projects:

- Refurbish network infrastructure in the photo department
- Implementation of Sage Fixed Asset Solution
- Deployment of Network Attached Storage
- Implementation of network infrastructure for Montego Bay Office
- Implementation of new domain controller for Main Office

IT Consultant

September 2007 – May 2011

Responsibilities:

- Work with clients to solve their business challenges and improve efficiency through the use of information technology.
- Provide helpdesk and problem resolution support to clients

Recent Projects:

- Project Team Leader for Jamaica Network Access Point Ltd Digicel/Ericson 4g implementation in Curacao
- Implementation of Quickbooks including redesigning of business processes and data entry
- Planning and implementation of Active Directory Infrastructure.
- Implementation of Microsoft Exchange communications infrastructure.
- Implementation of Disaster Recovery & Business Continuity Plans
- Deployment of wireless network infrastructure

Mico University College, Kingston, Ja.

Adjunct Lecturer

September 2010 – March 2011

Responsibilities:

- Teach at least one course per semester in Introduction to Computer Applications and/or Basic Computer Skills

University College of the Caribbean, Kingston, Ja.*Adjunct Lecturer**September 2009 – March 2011***Responsibilities:**

- Teach one or more courses at the institution in Computer Application & Appreciation

HEART Trust/NTA, Kingston, Ja.*Assessor**September 2007 – 2010***Responsibilities:**

- Observed and assessed candidates/trainees in workplace or training settings
- Examined portfolio of evidence of training and prior learning recognition
- Provided feedback and offered advice to candidates where standards are not met
- Completed the required documentation for assessed candidates
- Worked with training staff, on-the-job supervisors and external verifiers to ensure that the assessment process was completed efficiently.

Assessment Areas:

- NVQ-J Customer Service Level 1, NVQ-J Data Operations Level 2

Myers, Fletcher & Gordon, Kingston, Ja.*System Engineer/Department Lead**January 2005 – August 2007***Responsibilities:**

- Designed systems to meet the growing demands of the IT Infrastructure
- Created procedural manuals and service level agreements for new systems
- Prepared and managed Cost Centre Budget, performed Cost Benefit Analysis on new projects
- Directed the activities of the IT Support Team
- Interfaced with Executive Management to keep IT in line with business goals

Achievements:

- Implemented Helpdesk to record and analyze user issues which has resulted in a 70% reduction of undetected issues.
- Subscribed to Microsoft Technet Plus and Implemented Virtual Environment to expose IT Staff to new technologies
- Improved Customer Service image of the department by engineering a more responsive and knowledgeable department.
- Delivered new cost recovery and control system from nQueue on time and under budget.
- Reduced the number of outstanding projects by 50%, by adopting new project management methodologies.
- Upgraded Microsoft Internet & Acceleration Server (ISA) 2000 to Microsoft ISA 2004.
- Upgraded Microsoft Exchange 2000 to Microsoft Exchange 2003.

Myers, Fletcher & Gordon, Kingston, Ja.*System Administrator**April 2002 – December 2004***Responsibilities:**

- Managed Network Infrastructure
- Disaster Management for Information Systems
- End-user Training
- Supervise Support Technicians
- Recommend hardware and software platforms
- Troubleshoot network/system related issues

Achievements:

- Deployed infrastructure to support Elite Information Systems SQL Based legal billing system
- Drafted proposal to deploy UPS to protect critical systems, Implemented UPS as per proposal.

- Upgraded Domain Controllers from Windows 2000 to Windows 2003
- Implemented ISA Server 2000 as an internal firewall
- Configured Cisco PIX Firewall to allow VPN traffic
- Deployed Microsoft Office 2003 and trained end-users in the use of new features

EDUCATION

- Cisco Certified Network Associate (Heart/NTA 2012)
- Certificate in Supervisory Management (2007)
- Bachelor of Science (Computer Science & Management) (2003), *University of the West Indies, Kingston, JA.*
- Microsoft Certified Professional (2001)
- Diploma in Electronic Engineering (1996) – Incomplete, *Excelsior Community College, Kingston, JA.*
- High School Diploma (1992), *St. Georges College, Kingston, JA*

REFERENCES

References are available upon request.