

SHAWN O'NEIL WILTSHIRE

Lot 176 Tara Crescent, Sector F Edgewater, Bridgeport P.O, St. Catherine

Tel: (C) 1-876-356-9448 | Email: sowiltshire@hotmail.com

Date of Birth - December 31, 1983.

Demonstrated Skills:

- Over 18 years of demonstrating strong skills in technical support by monitoring and maintaining computer systems/network.
- Over 18 years of experience developing web applications for multiple database platforms.
- Extensive knowledge of HTML, CSS, PHP, MySQL, jQuery, JavaScript, Social Media Marketing, SEO and more.
- Microsoft Applications 2003 – Office 365 – i.e. (Outlook, Word, Excel, Access, PowerPoint).
- Microsoft Servers (Windows 2000, Windows 2003, Windows 2008, Windows 2012 Servers, Windows 2019 Servers)
- Web Development Tools Using (Adobe Dreamweaver, Content Management System – Joomla, Word Press and Drupal)
- Excellent knowledge in Content Migration - *PDF to HTML, Word to HTML, Excel to HTML*
- Comprehensive Internet background including e-mail, ftp, etc.
- Competent knowledge in Graphic Designing (including Adobe Creative Suite).
- Creator of the Jamaican Salary Calculator app, accessible on Google Play, boasting an impressive average rating of 4.7 out of 5.
- You can explore a selection of the websites I've designed and developed by visiting my web portfolio at www.shawnwiltshire.com.

Professional Experience:

Transformation Implementation Unit (TIU) (June 2019 - Present)

Transitioned from the Office of the Cabinet, Jamaica Contact.

Programmer Analyst (September 2022 - Present)

My duties include:

- Configure Case Management and Knowledge base System (CM&KMS) according to SCS service lines' functional requirements.
- Maintain and establish integration points between CM&KMS and MyHR+ and other systems.
- Develop scripts or code for formatting CM&KMS and other systems.
- Create comprehensive documentation for all development work.
- Manage and update CM&KBS, ensuring functionality meets client/user needs.
- Provide detailed software design and develop applications based on user requirements.
- Contribute to the development of enabling systems/tools for SCS.
- Collaborate with Business Analysts and system providers for configuration, testing, development, deployment, and maintenance.
- Ensure design and development alignment across Shared Corporate Services with Team Technical Leads.
- Log and address user support issues, conduct unit and integration testing.
- Implement operational changes and updates to applications.
- Design and implement IT Disaster Recovery Plans including website and database backup.
- Support implementation of Issues and resolution tracking software.
- Participate in project stages such as Build and Test, Transition, and Go Live.
- Contribute effectively to ICT Support Service Team initiatives.
- Consult with Programme Manager Shared Services and other team members for ICT solutions.
- Provide support and leadership to other Programmer Analysts.

System Support Consultant (June 2019 – August 2022)

My duties include:

- Team lead for tier one support team
- System Support Consultant for the Public Sector Transformation.
- Continued support of the MyHr+ system and users of the TIU.
- Development of Shared Services Center
 - Assisted with the development of network infrastructure (installation of servers, network switches, etc)
 - Assisted with the development of the centers active directory deployment.
 - Creation of the Shared Services website – www.scs.gov.jm
 - Creation of the Shared Services Intranet.
 - Day to day system support of the centers current users.
 - Day to day maintenance of the centers network equipment.

SJE Consultant Jamaica (April 2020 - Present)

System Support Consultant

My duties include:

- Develop and implement a comprehensive IT strategy.
- Maintain the network and ensure that it is more efficient, secure, and scalable.
- Identifying and mitigating security risks and vulnerabilities.
 - Migrate to the cloud and optimize the cloud infrastructure for maximum efficiency and cost savings.
 - Developing strategies for data storage, backup, and recovery.
 - Developing custom software solutions or integrating existing software to meet the specific needs of the business.
- Overseeing the planning, execution, and delivery of IT projects, ensuring they are completed on time, within budget, and to the desired quality.
- Providing training to staff on new technologies and processes, as well as providing ongoing support to ensure smooth operations and troubleshoot any issues that arise.
- Identifying opportunities for automation and implementing solutions to streamline processes, improve efficiency, and reduce costs.
- Managing relationships with IT vendors, negotiating contracts, and ensuring that vendors are meeting their contractual obligations.
- Keep track of all IT services expiring dates.
- Keep track of all IT equipment and the users responsible.

Office of the Cabinet, Jamaica (November 2017 - June 2019)

System Support Consultant

My duties include:

- Project Management Office - Implementation of a Human Capital Management Enterprise System with Payroll (HCMES/payroll) - Known now as MyHr+
- Provide IT help desk support for team members and users of MyHr+
- Implement software tools to assist with user creations of MyHr+
- MS SQL development and maintenance
- Performing hardware/ software troubleshooting.
- Maintain Equipment Inventory
- Software development, installation, maintenance and support.
- General server/ network maintenance
- Member of the team that created - The Employee Census (E-Census)

Hawkeye Electronic Security (*November 2014 –July 2017*)

Information Technology Support Officer

As the IT Officer - my duties include:

- Performing hardware/ software troubleshooting.
- Directing remote users over the phone to resolve hardware/software issues.
- Working with Windows Servers 2008 and 2012.
- Manage computing devices other than servers (i.e., PC, Printers).
- Configured and maintained SedonaOffice software with MS SQL Database backend. Running queries and producing reports.
- Management and Upgrade of LAN/WAN infrastructure as an IT team
- Implemented and maintaining Docsvault (Document Management Software).
- Repaired, Installed and configured high end security DVR's such as Hikvision, CheckVideo, PELCO, Intellex for remote access via the internet.
- Configured C-CURE 9000 access control, Agent Vi and Milestone analytic servers.
- Created Maintained company's websites – www.hawkeyejamaica.com, www.hawktracter.net, www.dlmgroup.co
- Maintained other security programs including Frontel, VideoIQ, Axis, Pelco & other IP Cameras.
- Maintained accounting and managerial software Alarmkey, ACCPAC, SedonaOffice, Manitou
- Helpdesk and System Administrator support for mission critical corporate activities.
- Other technical software and database related duties assigned

IT Consultant (*January 2013 – November 2014*)

Here are some of the company's I'm currently doing part time consulting for.

- United Theological College of The West Indies
- Development Options Limited
- Caribbean Football Union

Marathon Insurance Brokers Limited (*March 2012 – December 2012*)

Marketing Officer – Social Media

As the Marketing Officer - Social Media my duties includes:

- Implement the social media strategy, coordinating with stakeholders across the Company to ensure its effectiveness and encouraging adoption of relevant social media techniques into the corporate culture and into all of the company's products and services
- Work with the Product development team to ensure social media tools (for ex. FB connect, sharing buttons) are kept up to date
- Manage social media campaigns and day-to-day activities. Duties include online advocacy, writing editorial, community-outreach efforts, promotions, etc.

Spectrum Insurance Brokers Limited (*February 2010 – March 2012*)

Information Technology Officer

As the Information Technology officer my duties includes:

Hardware and Software management

- Performing hardware/ software troubleshooting.
- Directing remote users over the phone to resolve hardware/software issues.
- Working with Windows Server 2003.
- Active directory maintenance.
- Terminal server maintenance.
- Liaise with consultants on IT issues and purchases.

- Ensure system security and some backup of system software databases.
- Manage computing devices other than servers (i.e., PC, Printers, Network Switches, and programming Blackberry phones to the Microsoft Exchange Console).
- Creating the company's website

IT Support

- IT help desk for all staff (head office and remote branches).
- Develop IT knowledge base, user guides for hardware and software.
- Software development, installation, maintenance and support.
- Provide basic in-house training on new versions of Software's (i.e., Microsoft Office 2007, Applied Systems Vision ver. 5.0 – 6.3.)

Sunday Herald Jamaica (*April 2010 – December 2011 - part time*)

Website Editor

As the Website Editor my duties includes:

Web Development

- Upload content authorized solely by the **Sunday Herald** including stories and responses from readers to the **Sunday Herald** website on a weekly basis. The uploading of the Content is done every Saturday night.

Effective Site Jamaica Limited (*July 2009 – February 2010*)

Migration Specialist

As the migration Specialist my duties includes:

Web Development

- Creating websites using CSS
- Updating websites
- Content Migration - PDF to HTML, Word to HTML, Excel to HTML

Marathon Insurance Brokers Limited (*October 2006 – April 2009*)

Information Technology Officer (*promoted March 2007 – April 2009*)

As the Information Technology officer my duties includes:

Hardware and Software management

- Performing hardware/ software troubleshooting.
- Directing remote users over the phone to resolve hardware/software issues.
- Working with Windows Server 2003.
- Active directory maintenance.
- Terminal server maintenance.
- Liaise with consultants on IT issues and purchases.
- Ensure system security and some backup of system software databases.
- Manage computing devices other than servers (i.e., PC, Laptops, Printers, Network Switches, and programming Blackberry phones to the Microsoft Exchange Console).
- Creating and maintaining the companies Intranet (weekly website maintenance.)

IT Support

- IT help desk for all staff (head office and remote branches).
- Develop IT knowledge base, user guides for hardware and software.
- Software development, installation, maintenance and support.

- Provide basic in-house training on new versions of Software's (i.e. Microsoft Office 2007, Applied Systems Vision ver. 5.0 – 5.3 (Insurance based system software), Micro Financer 2.0 (Integrated Loans, Savings, Financial Accounting & MIS application).
- Marketing document design and preparation (graphic design for company activities)
- Photography for company's events

Member of the Tender Team (*Promoted February 2007 – April 2009*)

- *Document Coordinator*
- In charge of duplicating and organizing the tender documents in file folders which is sent out to the company inviting the tender.

Employee Benefits Assistant (*October 2006 – March 2007*)

Education

University of Technology Jamaica

Bachelor's in information technology & Computing.

Tyco Security Products

CCURE 900 V2.5 – AC9001 - Certification 2016

Udemy

Active Directory & Group Policy Lab - Certification – July 2022

Fortinet

NSE 1 Network Security Associate - Issued - Oct 2022

References:

Andrew L.S. Gordon

Principal Consultant

Gomex Institute of Technology

5 Balmoral Avenue

Kingston 10

Levar Smith

CEO

Marathon Insurance Brokers

46 Trinidad Terrace

Kingston 5