SHAWN O'NEIL WILTSHIRE

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

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Date of Birth - December 31, 1983.

Demonstrated Skills:

- Over 12 years of demonstrating strong skills in technical support by monitoring and maintaining computer systems/ network
- Over 12 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).
- Extensive knowledge of design elements like color and composition
- Ability to present ideas in an effective manner

My Personal Web Portfolio: - www.shawnwiltshire.com

Some of the websites I designed and developed are displayed on my web portfolio.

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, the CM&KMS based on the functional requirements for the SCS service Lines.
- Maintain integration points between the CM&KMS and MyHR+ and develop new integration
- points for other systems as required.
- Develop scripts or program code to generate required format for CM&KMS and other systems
- as required.
- Develop detailed documentation for all development work.
- Manage, maintain and update the CM&KBS ensuring that all components and interfaces with
- other systems (e.g. online chat, email) are functional and meet client/user requirements.
- Provide detailed software design from user requirements.
- Develop software application based on user requirements.
- Contribute to the development of the functional requirements of the enabling systems/tools
- required to support the SCS.
- Work with Business Analysts for the configuration and testing of the CM&KBS.
- Work with system providers for the development, deployment, and maintenance of the other
- SCS Solution Systems.
- Work with Team Technical Leads to ensure that design and development requirements are
- aligned across the Shared Corporate Services.
- Maintain a log of all user support issues.
- Conduct unit and integration testing.
- Making operational changes and applying updates to the application.

- Design and implement IT Disaster Recovery Plans including backup of websites and
- databases.
- Provide support to the implementation of the Issues and resolution tracking software.
- Participate in the Build and Test, Transition, and Go Live stages of the project implementation.
- Be an effective contributor as a part of the ICT Support Service Team supporting initiatives as
- assigned.
- Consult with the Programme Manager Shared Services, and other TIU team members
- Consultants, ICT Teams to develop and implement ICT solutions.
- Provide support and leadership to other Programmer Analysts.

System Support Consultant (June 2019 – August 2022)
My duties include:

- 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:

- Provide IT help desk support for team members.
- Performing hardware/ software troubleshooting.
- Maintain Equipment Inventory
- Software development, installation, maintenance and support.
- General server/ network maintenance
- Working with Windows Servers 2019.
- Creating the company's website.

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, Axsis, 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.
- Manage presence in social networking sites including Facebook, Twitter, and other similar community sites, posting on relevant blogs, and seeding content into social applications as needed
- Become an advocate of the Company in social media spaces, engaging in dialogues and answering questions where appropriate
- Manage a Blogger outreach program and build an active brand ambassador network to spread the word about the Company
- Monitor effective benchmarks for measuring the impact of social media programs, and analyze, review, and report on effectiveness of campaigns to maximize results
- Regularly feedback insights gained from social media monitoring into the Marketing and Editorial teams, to help them evolve their strategies in a timely fashion
- Monitor trends in social media tools, trends and applications

Jamaica Theological Seminary *(January 2012 – May 2012)*

Information Technology Officer
(Acting until they had a recruit)

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)*
- As the Employee benefits Assistant my duties included:
- Being a customer service representative to the insured clients over the phone.
- Ensure health/ life enrollment forms are correct and complete.
- Ensure health cards & health certificates have the correct information about the insured.
- Ensure health/ life claim forms are correct and complete.
- Send health insurance benefits cards to insured clients.
- Send health/ life claim cheques to insure clients.
- Send billing and invoice information to insure clients.
- Send the insured client's health/ life premium cheques to the insurance companies.
- Data Entry of the insured client information.

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

Udemy
Ethical Hacking - Certification – Pending 2022

Udemy
Certified HTML, CSS, JavaScript Web Developer - Certification – Pending 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