

Ricardo J. Gowdie

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PROFESSIONAL SUMMARY

Experienced IT professional with extensive knowledge as an IT team leader and systems administrator, specializing in infrastructure management, cybersecurity, and enterprise networking. Adept at integrating advanced technical expertise with exceptional interpersonal skills to deliver solutions that meet both technical requirements and enhance user satisfaction. Committed to continuous learning and professional growth.

EXPERIENCE

Technology Consultant (IT & Web) — Part-time

Jul 2022 - Present

- Delivered end-to-end IT support and infrastructure projects for small businesses (M365, networking, backups, endpoint security).
- Built and maintained WordPress websites (hosting, DNS, performance, security hardening, updates, and plugin management).
- Led client discovery, scoped requirements, produced proposals/SoWs, and managed delivery timelines.
- Implemented security baselines (MFA, conditional access, endpoint protection, patching) to reduce risk and improve reliability.

Management Information Systems Team Leader

Mar 2024 - Aug 2025

Scientific Research Council

Kingston, Jamaica

- Directed enterprise IT operations, implementing high-availability SAN and failover clustering, which increased system uptime by 40% and reduced data loss risk.
- Led development of a National Laboratory Information Management System (LIMS), improving sample tracking and reporting efficiency by 30% across all labs.
- Executed Microsoft 365 migration from on-prem Exchange, enabling secure cloud collaboration and reducing email downtime by 90%.
- Redesigned network architecture, deployed routers, firewalls, and structured cabling, resulting in 50% faster network speeds and improved reliability uptime for users.
- Strengthened cybersecurity posture through network segmentation and system-wide security controls, cutting vulnerability exposure by 60% and passing all ISO compliance audits.
- Automated ERP workflows, reducing manual scheduling tasks and saving 20+ staff hours weekly.
- Managed budgets and cross-functional teams, delivering modernization projects on time and within budget.

Sr. Global Technology Infrastructure Specialist

Nov 2017 – Mar 2024

Sutherland

Kingston, Jamaica

- Delivered world-class technical support for desktops, laptops, and mobile devices (Windows, macOS, Android, iOS), ensuring 99.9% uptime in a high-volume contact center environment.
- Maintained and repaired hardware/software, imaging platforms, and supported user accounts (Active Directory, Exchange), improving first-call resolution by 20%.
- Collaborated with SME for the maintenance of core infrastructure, including DNS, DHCP, GPO, and network connectivity, reducing critical incident resolution time by 30%.

- Collaborated with SME to deploy Software-Defined WAN (SD-WAN) and upgraded Cisco network hardware, enhancing redundancy and boosting network performance by 40%.
- Conducted BCP tests and patch management, strengthening security posture and maintain compliance with corporate standards.
- Managed IT service requests and incident resolution via ServiceNow, consistently achieving 100% SLA compliance multiple times. The first team in Jamaica to maintain this standard.
- Developed automation scripts, enabling proactive issue detection and reducing manual checks by 80%.
- Collaborated with ISPs, vendors, and internal teams to resolve connectivity issues and support service delivery programs, ensuring seamless ramp-up for new business initiatives.
- Served as IT liaison for Robotic Process Automation (RPA) projects, documenting workflows and implementing automation that cut manual tasks.

**Systems Administrator
Innovative Outsourcing Company Limited**

**Jan 2009 – Nov 2017
Saint Elizabeth, Jamaica**

- Installed, configured, and maintained computer systems and applications, ensuring consistent system stability and reducing downtime for business-critical operations.
- Monitored networks and servers, diagnosing hardware/software faults and resolving issues via phone, email, and remote tools, which improved response times and user satisfaction.
- Set up user accounts and profiles, resolving access and password issues promptly to maintain productivity and minimize disruptions.
- Implementing preventive measures that reduced repeat incidents and improved overall system reliability.
- Guided staff through troubleshooting steps, enhancing technical confidence and reducing dependency on IT for minor issues.
- Supported VoIP systems in a contact center environment, ensuring clear communication and uninterrupted customer service.
- Managed and monitored network security tools, strengthening data protection and reducing exposure to potential threats.

EDUCATION

B.Sc., (Hons): Computing - Major in Information Technology, Minor in Computer Networking

The University of Technology
Kingston, Jamaica

Jul 2022

CERTIFICATIONS

- Certificate in Data Protection, The University of the West Indies Mona **2025**
- Certified in Cybersecurity (CC), ISC2 **2025**
- Information Security Management Level - 6 (NVQ-J) **2024**
- Microsoft Certified: Azure Fundamentals, Microsoft (AZ-900) **2021**

SKILLS AND COMPETENCIES

Enterprise infrastructure design and management, Network architecture and management (Cisco, Unifi, Fortinet), Cybersecurity (Splunk, Wireshark, Nmap Kali Linux Autopsy), Technical Support, SAN environment (Dell Power Vault), Operating systems expertise (Windows, Linux, Mac), Programming languages proficiency (Java, Python, C, C++, .net, SQL), Business VoIP Phone Systems (Avaya, Asterisk, FreePBX), Virtualization (Hyper-V, VMware), Workflow automation, Team leadership and collaboration, Creative Problem-Solving