

# MAURICE RECARDO WHITE

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*To obtain a technology position that will leverage my programming and networking skillset and interest in a successful company that provides continued learning and career development opportunities*

## Profile:

- Highly motivated professional with two (2) years' experience Information, Communication and Technology field within the Government Service
- Demonstrated competencies in completing assigned functions accurately and timely
- Successful record in supporting various projects and collaborating well with teams across various functions
- Strong interpersonal and team building skills

## Education:

- Bachelors of Science in ICT, Vector Technology Institute 2018- Present
- Introduction to Cybersecurity Certificate- Cisco Networking Academy 2018
- ITIL Foundation Certificate, Axelos/ Vantage Point- UTECH 2018
- CISCO CCNA Certificate, Vector Technology Institute 2017
- Web Page Design Certificate, University of the West Indies Open Campus 2015
- Records and Information Management, Management Institution of National Development 2013
- Business Administration-Level II, National Youth Service / HEART 2011
- Electrical Installation-Level II, Port Maria Vocational Training Center 2007- 2008
- High School Diploma, Oracabessa High School 2001- 2007
- Successful in the following subjects taken at the Caribbean Examination Council (CXC) level:
  - Information Technology
  - Integrated Science
  - Social Studies
  - Electrical Technology
  - Mathematics
  - English Language

## Work Experience:

**Office of the Prime Minister, Government of Jamaica 2011-Present**

Technical Support Assistant, Information, Communication & Technology **2017-Present**

- Discusses problem with user and follows established procedures to determine nature and source of problem.
- Applies troubleshooting techniques and knowledge of computer software and hardware procedures to resolve user problem.
- Provides assistance to end-users in using software and various end-user tools and utilities.
- Provides assistance to end-users in developing and maintaining PC based applications.
- Assists systems personnel in implementing and evaluating the performance of new products.
- Assists with implementing new configurations or changes to systems.
- Receives and logs calls/requests to the Help Desk and ensures timely response to requests.
- Maintain the Help Desk database tracking system and generates and analyses reports as requested.
- Conducts surveys among users to identify the quality of service provided by the help desk and makes recommendations for improvement in service delivery where necessary.
- Maintains IT equipment inventory.
- Maintains filing system for the Division.

- Assists with the procurement process for IT equipment and supplies.
- Keeps abreast of trends and developments in information technology and recommends their adoption/application where appropriate to increase the effectiveness and productivity of the Ministry.
- Assists with the design and delivery of training programmes for employees.
- Performs other related duties that may from time to time be assigned.
- Maintenance of the organization's servers.

Records Officer, Human Resource Development and Management

**2011-2017**

- Maintain staff databases (E-census, Human Resource Capital Management System, HRMIS)
- Maintain personnel and general files for the unit
- Perform clerical duties including records management and storage
- Support management with special projects for new systems and processes
- Performing both programming and networking duties for management information system

**November 2016 Local Government Elections as Presiding Officer**

- Verify electors with the new Electronic Voter Identification and Ballot Issuing System (EVIBIS)
- Issue ballots to Verified electors.
- Tally ballots and sent them off.

**February 2016 General Elections as Presiding Officer**

- Verify electors with the new Electronic Voter Identification and Ballot Issuing System (EVIBIS)
- Issue ballots to Verified electors.
- Tally ballots and sent them off.

**Reid's Wholesale and Retail**

**2008- 2010**

Cashier & Customer Care Agent

- Managed cash register and provided customer service

**Beaches Boscobel Resort**

**2008**

Electrical Engineer

- Performed maintenance duties on electrical infrastructure

**Skills**

Computer: Proficient in Microsoft Word, Excel and database management, SSH clients, Windows Server 2008 R2 and Windows Server 2012, Programming language such as C+, Java and SQL, web page design tools such as HTML 5, and CSS

**Interests**

Reading, listening to music, widening my knowledge I.T. wise; Proud member of the Days Mountain Cricket Club and Galina Football Clubs