

## **Gerry E. George**

**DigiSolv, Inc.** ([ggeorge@digisolv.com](mailto:ggeorge@digisolv.com))

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Gerry E. George is an ICT professional, with over 25 years in the industry. He has a Bachelor of Arts in Economics (UWO, London, Ontario, Canada), and a Masters of Science in Management Information Systems (BU, Boston, MA, USA). He has long been active in advocating the benefits and adoption of ICT as an essential tool in business and for national development and in helping to bridge the digital divide in developing economies.

He is currently serving as the President of the ICT Association of Saint Lucia (SLICTA), and is an active member of the Caribbean Network Operators Group (CaribNOG), Caribbean ICT stakeholders Virtual Community (CIVIC) and participant in activities of other international organizations such as ARIN, ISOC, ICANN at Large Structure (ALS).

He frequently participates in local and regional policy fora aimed at Telecommunications liberalization, ICT Policy, Legislation and standards adoption and more recently in the regulation of the Telecommunications sector as a 5-time Commissioner with the National Telecommunications Regulatory Commission (NTRC – Saint Lucia) since 2011.

He has also lectured in ICT courses at the Sir Arthur Lewis Community College (SALCC) and University of the West Indies (UWI Open Campus), and has worked in or provided ICT services to organizations in industries and sectors as varied as Health Care, Public Utilities, Manufacturing, Retail, Insurance, Broadcasting, Telecommunications, Travel, Logistics, Shipping & Transportation, Education, Legal, Real Estate, and Entertainment, among others. His work experience has included jobs in Massachusetts, USA, the OECS region (Dominica, St. Vincent & Grenadines) and his home country of Saint Lucia.

A strong advocate for the adoption of Open Source Software and ICT for Development, he helped organize and host the first government-sanctioned Free & Open Source (FOSS) Conference in the Caribbean region in Saint Lucia in 2003, dubbed “Open for Business”, and was instrumental in organizing CaribNOG-2 (2011), , CaribNOG-9 (2015) and an “ARIN in the Caribbean” Roadshow in 2018 in Saint Lucia.

He operates his own ICT Consultancy – DigiSolv, providing ICT solutions for business enterprises and has participated in or advised on a number of ICT technical committees and policy consultations. He is a frequent go-to by other members of the local ICT fraternity for advice and consultations.

## CURRICULUM VITAE

**Name** Gerry E. George  
**Date of birth** August 29, 1966  
**Nationality (passport holder)** Saint Lucia  
**Place of residence** Saint Lucia

### Education

INSTITUTION [DATE FROM - DATE TO]	DEGREE(S) OR DIPLOMA(S) OBTAINED
Boston University, Boston, Massachusetts, USA (1992 – 1994)	MS/MIS – Masters of Science in Management Information Systems
University of Western Ontario, London, Ontario, Canada (1987 – 1991)	BA, Economics

### Affiliations and Membership of Professional Bodies:

ICT Association of Saint Lucia (Current Position: President);  
Caribbean ICT Stakeholders Virtual Community (CIVIC);  
Caribbean Network Operators Group (CaribNOG)  
Internet Society (ISOC);  
Commissioner, National Telecommunications Regulatory Commission (NTRC) - April 2011 – Present

### Other skills (e.g. Computer literacy, etc.)

Computer Proficiency in business productivity applications, computer scripting languages, page markup languages (HTML, XML, etc), Operating systems & protocols; Linux, Ansible, Docker, Kubernetes, MySQL, Xen VM Clusters, HA Proxy, DRBD, Nginx, FreeNAS, Samba & AD;  
Hands-on proficiency in computer hardware and network infrastructure, systems and tools;  
Strong analytical and problem solving skills;

### Present position: ICT Consultant & Principal, DigiSolv, Inc.

**Years with the firm:** 20+ years

**Key qualifications:** MS/MIS;

**MIS/IT Tutor/Lecturer (UWI & SALCC – 1998 - 2015)** – teaching systems analysis, systems development, process and problem evaluation, determination and solving skills (SDLC, AGILE Development, RAD) ; Database Management – Designing & Programming;

**20+ years providing ICT-based business solutions to clients in various industries** – systems analysis, systems evaluations, systems review & design, workflow & process flow mapping and redesigning; feasibility studies, ICT assessments, software/platform suitability reviews;

**20+ years providing communications and connectivity solutions** (PBX, telecommunications, broadband connectivity, wireless, VPN and security/firewall solutions)

### Specific experience in the region:

COUNTRY	DATE FROM - DATE TO
Saint Lucia	1995 – present
Dominica	2008 (6 months – ICT Readiness Assessment Project)
Saint Vincent & the Grenadines	2009/2010 - ICT Training (Min of Finance; Min of Telecommunications) 2010 (Systems hardware platform implementation; application deployment - St. Vincent Port Authority)
Saint Lucia/ Dominica/ Saint Vincent & Grenadines	1999-2000 – Network & telecommunications specialist, Banana Industry Institutional Strengthening Project
Regional / Caribbean	HIPCAR ICT Legislation Harmonization Project (2008-Present) Telecommunications Regulatory workshops, forums and seminars (NTRC / ECTEL / CTU / CANTO / CaribNOG / ARIN)

## 1. Professional experience

DATE	LOCATION	COMPANY	POSITION	DESCRIPTION
1999 – Present	Saint Lucia	DigiSolv, Inc.	Manager, IT Consultant	<p><b>Projects: Internet &amp; Wide Area Connectivity</b>  <i>Key Tasks: Responsible for installing and/or updating Internet gateways and firewalls at various client premises. Made recommendations on replacement, implemented new and more cost-effective systems (hardware &amp; software) using effective and appropriate Open Source Software (OSS) solutions. Assisted with and performed upgrades and implementations of integrated campus-wide/corporate e-mail solutions.</i></p> <p><i>Responsible for implementing Internet gateways and firewalls and establishing an Internet presence on corporate networks (hardware &amp; software) for various clients. Installed Open Source firewall solutions to provide security and effective protection of internet networks from the Internet. Implemented controlled and monitored access to web browsing and e-mail servers/services.</i></p> <p><i>Responsible for providing connectivity to client's computing infrastructure to Government's networks in a cost-effective and seamless manner. Implemented a cross-city wireless network (3/4 mile) for linking the two buildings. Consulted on connectivity and network security issues for various other government departments (fiber optic vs wireless vs leased lines/frame-relay/VPN)</i>  <i>Responsible for upgrading client's WAN infrastructure to address reliability and connectivity issues. Implement load-balanced solution with multi-provider fallback and fail-over.</i></p> <p><b>Projects: Network Platform Virtualization and Hardware Consolidation</b>  <i>Key Tasks: Responsible for reviewing network systems and architecture; designing and planning upgraded and more efficient topologies; Determine specifications for hardware, implementation of virtualization platforms for server and resource consolidation; Re-architecting of IT infrastructure based on private/public cloud infrastructure for rapid resource deployment, redundancy, high-availability and disaster recovery.</i></p> <p><b>Projects: Network Infrastructure Implementation &amp; Platform Migration</b>  <i>Key Tasks: Responsible for updating aged network infrastructure for various clients. Install premise network and telecommunications infrastructure structured cabling (CAT5). Installed and implemented complete network systems (operating systems, client, directory services, internet connectivity, network security). Perform network platform migration from proprietary software to Open Source Software solutions for various clients. Install network operating systems, directory services, security, enterprise-wide e-mail, Internet connectivity, firewalls &amp; proxies.</i></p> <p><i>Recommend hardware and software purchases and procurement. Research &amp; make recommendations on telecommunications issues – local/international connectivity, hardware and infrastructure, wide area networks, security and remote access options.</i>  <i>Evaluate and make recommendations on software solutions for Electronic Records and Document Management, Archiving, Business Process Flow and data storage solutions aimed at streamlining business operations. Implementing and transitioning of business operations from thick to thin &amp; web-based applications utilizing Service Oriented Architecture framework.</i>  <i>Advise on hardware consolidation, duplication and deployment for reducing machine count, improve efficiency, redundancy and for disaster mitigation. Provided significant cost savings to customers allowing for better allocation of limited resources into hardware and staff training.</i></p> <p><b>Projects: Corporate Internet Presence</b>  <i>Key Tasks: Responsible establishing corporate Internet presence for various clients. Perform domain name (DNS) registrations and hosting. Development and implementation of web-based applications, oversee and review website development and deployment for corporate Intra- and Extra-nets. Establishing corporate groupware and e-mail systems and servers/services. Managing and maintaining domain name (DNS) servers, web and e-mail servers and systems. Hosting and management of DNS records for multiple sites.</i></p> <p><b>Projects: ICT Training</b>  <i>Key Tasks: Providing direct training, supporting or facilitating training in various IT areas, to a range of institutions, groups and individuals.</i></p> <ul style="list-style-type: none"> <li>• delivered hands-on Linux System Administration training to Ministry of Telecoms (St. Vincent) personnel (2010)</li> <li>• facilitated training in SmartStream Financial Application to Government of St. Vincent Treasury /Ministry of Finance staff (June/July, 2009)</li> <li>• delivered hands-on Linux Introduction and System Administration training to Ministry of Health Personnel (Saint Lucia) for UHC deployment (2005)</li> <li>• delivered various training modules (Linux Administration, PC hardware support &amp; repair, Network Administration) to various groups (1999 - 2005)</li> <li>• member of ICT training committee for vetting &amp; reviewing ICT training curriculum for Skills Development &amp; Enhancement Programme</li> </ul>

DATE	LOCATION	COMPANY	POSITION	DESCRIPTION
2011 – present	Saint Lucia	National Telecommunications Regulatory Commission (NTRC)	Commissioner	<p>Key Tasks:</p> <p>Provide regulatory oversight for the telecommunications industry via the secretariat; advise and coordinate an effective regulatory regime to enhance the operation of telecommunications in the interest of the sustainable development; ensure promotion of open competition in telecommunications, harmonization of policies on a regional level for telecommunications, provide for a universal service, fair pricing and the use of cost-based pricing methods by telecommunications providers;</p> <p>Provide budgetary and operational oversight over the functions and operations of the Secretariat;</p>
2021 (February – October)	Saint Lucia	Department of Sustainable Development, Ministry of Energy, Sustainable Development & Environment	Data Manager	<p>Key Tasks:</p> <p>Manage Measurement, Reporting and Verification (MRV) system and central data storage facility (CDSF); Ensure functionalities and content are correct and up-to-date;</p> <p>Liaises with data contributing agencies and ensures regular collection, upload and update of data to CDSF and MRV System, including follow-up and quality assurance of data entry;</p> <p>Provide &amp; organize training for data contributors, data curators and focal point users for the National Environment Information System (NEIS) and CDSF;</p> <p>Provide &amp; organize software support for data contributors, data curators and Focal Point Users;</p>
2018 – 2020	Saint Lucia	Saint Lucia Air & Sea Ports Authority (SLASPA)	Senior Manager, Information Systems	<p>Key Tasks:</p> <p>Maintain oversight and operational aspect of the organization's Information Technology (I.T.) infrastructure, to ensure that they provide business value and support enterprise goals and strategic plans.</p> <p>Manage department's human, physical and technological resources for efficient and optimum deployment throughout the organization, and provide direction and guidance to organization on effective use of I.T.</p> <p>Determination optimum allocation of I.T. resources, systems usage, loading &amp; optimization, bandwidth utilization, software licence utilization.</p> <p>Review efficiency of systems operations – Software, user experience &amp; Data Communications.</p> <p>Evaluate &amp; perform Security Threat Assessment of I.T. Infrastructure, &amp; provide appropriate responses.</p> <p>Research &amp; evaluation, testing of software &amp; hardware options for consideration of deployment.</p> <p>Ensuring adherence and compliance to I.T., Data &amp; Security Policies &amp; Procedures.</p> <p>Establish, maintain and enforce I.T. and data security policies &amp; procedures, ensuring effectiveness &amp; efficiency to ensure information &amp; data security and business continuity for future sustainable growth.</p>
1998 – 2015	Saint Lucia	Sir Arthur Lewis Community College / University of the West Indies	Part-time Lecturer	<p><b>Part-time Lecturer</b> for Systems Analysis and Design, Database Management and Programming, Management Information Systems – teaching systems analysis, systems development, process and problem evaluation, determination and solving skills (SDLC, AGILE Development, RAD) ; Database Management – Designing &amp; Programming;</p>
1999 – 2000	Saint Lucia	Deloitte & Touche Europe Services, (St. Lucia)	IT/Communications Consultant	<p><b>Project: Windward Islands Bananas Institutional Strengthening and Restructuring Project</b></p> <p>Key Tasks:</p> <p>Responsible for developing, recommending and assisting local I.T. units with implementation of I.T. systems, infrastructure and application deployment.</p> <p>Evaluated and produced reports on telecommunications and data connectivity issues and capabilities associated with linking systems within multiple locations within the various islands to head office.</p> <p>Supervised and assisted with implementation of data connectivity and network infrastructure for remote locations (IRDC's).</p> <p>Project covered the banana industries in Dominica, Saint Lucia, Saint Vincent &amp; Grenadines and Grenada.</p>

DATE	LOCATION	COMPANY	POSITION	DESCRIPTION
1995 – 1999	Saint Lucia	Water & Sewerage Authority (presently: Water & Sewerage Company)	IS Manager	<p><b>Key Tasks:</b> Responsible for stabilising the information systems. This included revamping and upgrading of the network infrastructure, consolidation and upgrading of hardware and peripherals and upgrading of the network operating system. The most aged computers replaced with new units and the entire network operating system was replaced.</p> <p>A system of user/machine independence was implemented allowing users to access their specific network resources from any computer on the network, thereby allowing easier and more flexible movement and locating of staff (today, this is referred to as roaming profiles).</p> <p>Also was responsible for the Customer Information and Management (Billing) System. Improved customer/utility billing system from a 6-monthy delay to a current, up-to-date and monthly schedule and next-day updating and processing of payments.</p> <p>The network infrastructure was updated/upgraded (from coaxial cables to Cat-5) and extended to cover the entire building. A building-wide UPS system was implemented.</p> <p>The communications system was also revamped, with the number of trunks and direct lines being consolidated into a number of “hunt groups” including “inbound priority” lines, the publishing of a single access number and a renumbering of internal telephone extensions to coordinate number prefixes with departments.</p> <p>Customer complaint/service hotlines were also introduced.</p>
1993 – 1995	Marlborough, Massachussettes , USA	Polaris Service, Inc. (presently: Akibia, Inc.)	IT Consultant	<p><b>Key Tasks:</b> Responsible for updating and implementing network infrastructure. Installed and configured Oracle database systems for deployment of Customer Service and Parts Inventory System.</p> <p>Implemented company's Internet presence via leased lines, which consisted of multi-platform e-mail (Sun/Solaris, Macintosh, PC/Windows, Netware, HP/UX), domain name registrations, DNS hosting and (early) web site.</p> <p>Upgraded communications system from key system to AT&amp;T Definity-1 PBX platform, with inbound T1 &amp; 1-800 toll-free lines.</p>
1993 - 1994	Boston, Massachusetts, USA	New England Medical Centre (presently Tufts Medical Centre)	Systems Analyst	<p><b>Key Tasks:</b> Responsible for evaluating, investigating and recommending an Equipment Maintenance Management Information System (EMMIS) for Operations department.</p>
1991 - 1992	London, Ontario, Canada	St. Joseph's Health Care London	Computer Operator	<p><b>Key Tasks:</b> Responsible for monitoring, operating and managing computer system for hospital.</p> <p>Provide support, perform system administration tasks: backups, troubleshooting, help desk support.</p> <p>Member of migration/implementation team for major system upgrade from VAX to Unix platform, terminals to graphical windows systems, serial to TCP/IP –based network.</p>
1990 - 1992	London, Ontario, Canada	Western Business School (presently: Ivey Business School)	Computer Operator / Lab Monitor	<p><b>Key Tasks:</b> Responsible for assisting with computer lab users, monitoring lab equipment and networks.</p> <p>Help desk support. Assisted with support to computer network with Business school, system and hardware upgrades, and inventory.</p>