

KENDRICK P. KNOWLES JR.

Nassau, NP, The Bahamas
(242) 829-2828
kenny.knowles@gmail.com

I.T. Director/Network Services Director/ Operations Manager/Cisco Systems Specialist / Network Technology Trainer.

I am a dynamic, team spirited and performance driven I.T. and Network Operations Professional with an extraordinary blend of leadership, business and project management knowledge. I have been credited in creative problem solving and troubleshooting skills which have been complimented by meticulous and creative detail to specifications. I have been tooled to leverage resources to meet organizational goals and foster results.

CORE COMPETENCIES

- Management of Network Operations and 22-person Network Operations Team for Largest broadband ISP in the Bahamas 80,000+ users.
- Direct responsibility for Voice Engineering, Transport Systems, IP Engineering and network security teams at Cable Bahamas.
- Management of Information Systems department and Resources for Largest Law Firm in The Bahamas, with global management responsibility for Bahamas and Cayman Platform with over 200 users supported.
- Communication and Leadership skills and experience.
- Very strong Project Management Skills and Business Continuity Planning experience.
- Virtualization deployments with VMware and Hyper-V environments.
- Disaster Recovery Solutions for Large scale infrastructures.
- Configuration, troubleshooting and designing networks (LAN, MAN, WAN.)
- Configuration of Cisco devices and routing. Sonicwall Firewall and VPN Setup.
- Administration of legacy ISP Cisco and Juniper core switches.
- DNS and DHCP Server Configuration on Windows Server.
- Microsoft Exchange E-mail Server configuration and design.
- PC Technical Skills: software and hardware, troubleshooting and related services. Operating System Upgrades and repairs.
- Problem isolation and structured network convergence.
- Responsibility for Technical Support and System Support Department.
- VPN setup and Switch Trunking (VTP) over Ethernet and fiber optic cables.

- Cisco and Juniper Switch VLAN Implementations.
- Windows Server Domain, Active Directory Implementations.
- Terminal Services. I.e. Remote Desktop Protocol, Citrix, NetSupport etc.
- Microsoft Virtualization.
- VMware Virtualization using VSphere Management.
- Network Infrastructure and Security Concepts.
- Knowledge of Access Control, Authentication, Auditing.
- Custom Automated Scripting and Backups.
- Network and Infrastructure Security. I.e. Penetration and Vulnerability Testing.
- Data Recovery Services and Backup Procedures Design.
- Implementing and Maintaining a Windows Server Active Directory Infrastructure.
- Technical Training for Windows Based Networks, Cisco Environments, PC Troubleshooting and Citrix environments.
- Certification Training for CCNA, CCDA, CCDP, CCNP, MCSE and Security+, PMP

JOB EXPERIENCE

Ansbacher Bank

July 2020 – Present

Senior Manager of I.T Infrastructure and Support

- *Responsible for the bank's adoption and implementation of multi-factor authentication.*
- *Responsible for expansion and implementation of the bank's storage footprint and capacity planning.*
- *Implemented network monitoring and alerts through solarwinds and custom scripting.*
- *Manage Day to Day operations of infrastructure and help desk support.*
- *Liaise with vendors and service providers to negotiate best rates and quality of service.*
- *Track KPI's relating to department goals and targets.*

Bahamar

April 2020 – June 2020

Director of Network Services

- *Signed contract, however unable to physically onboard due to Covid-19*

Cable Bahamas

April 2018 – April 2020

Network Operations Manager

- *Direct responsibility for IP Engineering, Transport Systems, Voice Engineering and network security teams at Cable Bahamas.*
- *Tier 3 Escalation point for all technical services in Network Operations.*
- *Project Management for all network related projects i.e. Layer 3 Metro Project and Cloud Network Services Deployment.*
- *Day to Day management of Network Operations Center.*

- *Played engineering role when needed for issues that are outstanding and long standing.*
- *Leverage network tools and analytics to create metrics for Network Operation Center.*
- *Helped to improve IP Engineering queue log from 76-hours to 24-hour response time.*
- *Started Network Operations Team Lunch & Learn to cross-train and educate engineers in silos.*
- *Managed and monitored change management processes and activities.*
- *Developed perimeter cyber security strategy to mitigate and detect DDoS.*

Synergy Bahamas

2012 - Present

Technical Trainer

- *Taught courses Security+, Network+, CCNA, CCNP and Public Speaking*

Higgs & Johnson April 2018

January 2011 –

Global Head of IT (Bahamas & Cayman Islands)

- *Overall responsibility for IT and Network in The Bahamas and Cayman.*
- *Managed five (5) network administrators and support staff.*
- *Managed procurements and vendor relationships.*
- *Project Manager for all critical IT projects.*

Commonwealth Bank – I.T Department

2009 - 2011

Network Administrator

- *Worked with I.T department supporting branch network operations*
- *Supported Banking applications to meet organizational goals.*

Future Net Consulting and Professional Services

2006 - 2011

Network Systems Engineer, Technical Trainer, Consultant

- *Responsibility for service provider core network.*
- *Taught certification training for BTC and Cable Bahamas employees.*
- *Designed curriculum for training courses to meet student requirements.*
- *Provided technical support for clients of the firm ie. Insurance Company of The Bahamas, Teachers and Salaried Workers Credit Union.*

Alpha Omega Technologies

2003-2007

PC Technician, Network Designer and Consultant

- *Provided technical support for the company and resolved help desk issues.*
- *Provided advice for companies on network design and implementation.*

EDUCATION

Harvard Business School

- *Certificate in Management Essentials*

2019

University of the West Indies

➤ BSc in Management Studies	2012 – Present
Synergy Bahamas	
➤ Project Management Professional Course	2017
Future Net Training	2005-2006
➤ Certification in CompTia's A+ and Network +	
➤ Certification in Cisco Certified Network Associate/Administrator (CCNA)	
C.V. Bethell Senior High School	2002-2005
➤ Obtained five (5) Bahamas General Certificate of Secondary Education (BGCSE) in Mathematics, English Language, History, Economics & Biology	
S.C. McPherson Junior High School	2000-2002
➤ Obtained three (3) Bahamas Junior Certificates	
St. John's College	1997-2000

SPECIAL ACHIEVEMENTS

- **Project Management Professional (PMP) PMI ID 4946431**
- **Cisco Certified Design Associate (CCDA)**
- **Cisco Certified Network Associate (CCNA)**
- **Cisco Certified Design Professional (CCDP)**
- **Cisco Certified Network Professional (CCNP)**
- **Citrix Certified Administrator (CCA)**
- **EC-Council Certified Ethical Hacker (CEH)**
- **Microsoft Certified I.T Professional (MCITP)**
- **Microsoft Certified Technology Specialist (MCTS)**
- **Microsoft Certified Systems Engineer (MCSE)**
- **Microsoft Certified Systems Administrator (MCSA)**
- **Microsoft Certified Professional (MCP)**
- **CompTia Security+ Certification**
- **CompTia Network+ Certified Professional**
- **CompTia A+ Certified Professional**
- **Toastmasters International Distinguished Toastmaster Award (2018)**
- **Toastmasters International Advanced Leader Bronze Award (2010)**
- **Toastmasters International Advanced Communicator Gold Award (2010)**
- **Outstanding Students in Bahamian High Schools - Honoree (2005)**
- **Semifinalist Toastmasters World Championship of Public Speaking (2013)**
- **Certified Information Systems Security Professional Course (CISSP)**
- **President Toastmasters Club 6796 – Cable Beach West (2013)**
- **Area Governor Toastmasters (2014)**

- Bahamas National Chess Champion (2013)
 - Bahamas National Chess Champion (2014)
 - Bahamas National Chess Champion (2016)
 - Bahamas National Chess Champion (2018)
 - Bahamas National Chess Champion (2019)
 - Member of Rotary International (2018)
 - Disaster Recovery Chair Rotary Nassau Sunrise Club (2018)
-



Project Management
Professional (PMP)®

Project Management Institute