

Gerry E. George

Professional Summary:

Accomplished ICT and telecommunications professional with over 30 years of experience spanning network infrastructure, Internet governance, regulatory oversight, and digital transformation. A current ARIN Advisory Committee member, bringing deep regional awareness, strong multistakeholder engagement, and demonstrated leadership in both technical and policy development spheres.

Education:

- 1994 Boston University, Massachusetts, USA
Master of Science in Management Information Systems (MS/MIS),
- 1991 University of Western Ontario, London, Ontario, Canada
Bachelor of Arts in Economics

Technical Skills:

Operating Systems & Infrastructure: Linux, Windows, Virtualization: VMWare/Xen; FreeNAS, DRBD, Docker;

Networking & Security: VPNs, Firewalls, HA Proxy, DNS, Web & Email Systems: Domain hosting, DNS record management, mail servers; LAN/WAN Load Balancing Platforms;

Languages & Tools: Ansible, Python, MySQL/MariaDB, Samba/AD, LDAP, Apache/Nginx

ICT Assessments, Policy Reviews, Digital Strategy, Open Source Solutions

Professional Affiliations:

ICT Association of Saint Lucia (SLICTA) - President

Internet Society (ISOC)

Caribbean Network Operators Group (CaribNOG)

Caribbean ICT Stakeholders Virtual Community (CIVIC)

International Institute of Communications (IIC) Caribbean Chapter - Chair

ARIN – Advisory Council (AC)

Professional Profile:



LinkedIn <https://www.linkedin.com/in/gerrygeorge>

Relevant Experience:

2011 – Present:

Commissioner, National Telecommunications Regulatory Commission (NTRC - Saint Lucia)

Key Tasks & Responsibilities:

- Provide oversight on regulatory frameworks and telecommunications policy for the 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;
- Provide effective governance, budgetary and operational oversight over the functions and operations of the Commission;
- Encourage and engage in regional Internet policy dialogue across regulators, industry, and civil society.

1999 – Present:

Principal/ICT Consultant, DigiSolv, Inc.

Projects: Internet & Wide Area Connectivity

Key Tasks & Responsibilities:

- Delivered ICT and network solutions to public and private sector clients.
- 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 & 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.
- Responsible for implementing Internet gateways and firewalls and establishing an Internet presence on corporate networks (hardware & 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.
- 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 two buildings.

- Consulted on connectivity and network security issues for various other government departments (fiber optic vs wireless vs leased lines/frame-relay/VPN)
- Responsible for upgrading client's WAN infrastructure to address reliability and connectivity issues. Implement load-balanced solution with multi-provider fallback and fail-over.

Projects: Network Platform Virtualization and Hardware Consolidation

Key Tasks & Responsibilities:

- 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 hybrid private/public cloud infrastructure for rapid resource deployment, redundancy, high-availability and disaster recovery.

Projects: Network Infrastructure Implementation & Platform Migration

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 & proxies.
- Recommend hardware and software purchases and procurement.
- Research & make recommendations on telecommunications issues – local/international connectivity, hardware and infrastructure, wide area networks, security and remote access options.
- 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 & web-based applications utilizing Service Oriented Architecture framework.
- 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.

Projects: Corporate Internet Presence

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.
- Led projects in Internet gateway security, WAN architecture, virtualization, and cloud migration.
- Supported regional governments with connectivity, disaster recovery, and open source deployments.
- Hosting and management of DNS records for multiple sites.

Projects: ICT Training

Key Tasks:

- Providing direct training, supporting or facilitating training in various IT areas, to a range of institutions , groups and individuals. Various training modules:
 - Hands-on Linux System Administration
 - SmartStream Financial Application
 - PC hardware support & repair
 - Network Administration
- Member of ICT training committee for vetting & reviewing ICT training curriculum for Skills Development & Enhancement Programme

2018 – 2020

Senior Manager, Information Systems – Saint Lucia Air & Sea Ports Authority (SLASPA)

Key Tasks:

- Maintain oversight and operational aspect of the organization's Information Technology (I.T.) infrastructure, ensure provision of business value and support for enterprise goals and strategic plans.
- 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.
- Determine optimum allocation of I.T. resources, systems usage, loading & optimization, bandwidth utilization, software licence utilization.

- Review efficiency of systems operations – Software, user experience & Data Communications.
- Evaluate & perform Security Threat Assessment of I.T. Infrastructure & provide appropriate responses.
- Research & evaluation, testing of software & hardware options for consideration of deployment.
- Ensuring adherence and compliance to I.T., Data & Security Policies & Procedures.
- Establish, maintain and enforce I.T. and data security policies & procedures, ensuring effectiveness & efficiency to ensure information & data security and business continuity for future sustainable growth.
- Overseeing IT strategy, cybersecurity, infrastructure modernization, and policy compliance.
- Implemented IT governance and resource optimization measures.

February – October, 2021

Data Manager – BUR MRV Project

Department of Sustainable Development, Ministry of Energy, Sustainable Development & Environment, Government of Saint Lucia

Key Tasks:

- Manage Measurement, Reporting and Verification (MRV) system and central data storage facility (CDSF); Ensure functionalities and content are correct and up-to-date;
- Liaise 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;
- Provide & organize training for data contributors, data curators and focal point users for the National Environment Information System (NEIS) and CDSF;
- Provide & organize software support for data contributors, data curators and Focal Point Users;.

1998 – 2015

Part-Time Lecturer – Sir Arthur Lewis Community College & University of the West Indies (UWI)

- Delivered university-level courses in Systems Analysis, Management Information Systems, and Database Programming.