

KENDRICK P. KNOWLES JR.

Nassau, NP, The Bahamas

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 Manager with an extraordinary blend of leadership and business 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

Commonwealth Bank

August 2023 - Present

Assistant VP of IT and Infrastructure

A.F. Holdings (Colina Insurance)

Senior Manager IT Operations

June 2022 – July 2023

- *Overall responsibility for I.T Service and Operations.*
- *Project Management for all Operations and Service related projects*
- *Day to Day management of Technology operations*
- *Reporting to Senior Executives and Steering committees*
- *Implemented DRP and MFA for the organization*
- *Migrated Machines to Azure Cloud for Unified Portal*

A.F. Holdings (Ansbacher Bank)

Senior Manager of I.T Infrastructure

July 2020 – July 2023

- *Overall responsibility for I.T Department and resources.*
- *Project Management for all network related projects*
- *Day to Day management of Technology operations*
- *Reporting to Senior Executives and Steering committees*

Bahamar

Director of Network Services (*Signed contract but unable to engage due to Covid*)

April 2020 – June 2020

Cable Bahamas

Network Operations Manager

April 2018 – April 2020

- *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

2011 – April 2018

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