

Altie Alexander Jackson

Professional Profile:

Results-driven Manager with 8 years of experience in leading and optimizing telecommunications network operations. Seeking to leverage expertise in information and communication technology to enhance network performance and drive strategic initiatives. Demonstrate strong leadership in cross-functional team collaborations and expertise in IT infrastructure management, committed to driving business success through technological advancements.

Computer and technical skills:

- Network Topologies/ Protocols/ Technologies
- Solid Knowledge of HFC and ISP Core network, with all relevant interfaces and operations.
- Software applications – Microsoft Teams, Microsoft Office (Word, PowerPoint, Excel, Access), Solar Winds, Tableau, Think Cell and Cacti.
- Cache Server Management
- Contract Negotiation
- Project Management
- Workplace Technology
- Telecommunications Network forecasting and Capacity Planning.
- Internet Number Resources Management
- Special projects execution

Career highlights:

- **New CDN Deployment**
 - Oversaw the development and operation of cache servers for several content providers, including **Meta, AWS, Apple, Akamai, CDN77, Cloudflare, and Netflix**, in more than 25 Caribbean and Latin American nations.
 - **Reduced** multiple Business Units OPEX by **5-20%** through the implementation of 2TB of caching capacity in the IP Transit Network, saving \$400,000 USD
- **Ookla Speed Test Deployment**
 - Directed the team in the deployment and enhancement of more than 15 speed test servers throughout the Caribbean.

- **HFC and Core Network KPIs**

- Create and oversee several key performance indicators to monitor various crucial elements of the network's performance.

**Professional
experience:**

Technical Support Manager, at Electoral Office of Jamaica, 04/2024 – Present

Reporting to the Deputy Director of Elections – Information Systems. I am responsible for the management of the ECJ's Information and Communication Technology (ICT) assets. This includes the implementation and maintenance of Storage Systems, Servers, Firewalls, Network Security, Communication Systems, Endpoints, and Peripheral Devices. I am also responsible for incorporating the development of security strategies to ensure the confidentiality, integrity, and availability of the ECJ's ICT assets.

- Evaluates the organization's technology use, needs, and recommends improvements to keep abreast of technological trends
- Monitors IT systems and services for availability and security, develops and maintains policies and procedures for business continuity and disaster recovery
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Senior Capacity Planning Engineer, at Columbus Communications Limited (FLOW JAMAICA) 09/2024 – 06/2025

Led the operation and maintenance of the CDN/caching network across the Caribbean and Latin America, enhancing content delivery efficiency. Supports the operation of the core data networks that deliver LLA's fixed and mobile services to consumers and businesses.

- Developed and upheld engineering standards and practices for core data networks, aligning with industry best practices.
- Deployment support, configure, upgrade, modify, and retire core data networks.
- Facilitated collaboration between internal teams and external partners to drive timely project completion, supporting business objectives.
- Manage and control core data network resources (congestion, redundancy testing).

Capacity Planning Engineer, at Columbus Communications Limited (FLOW JAMAICA) 06/2022 - 08/2024

Manage fixed core network platforms across LLA's footprint. Manage capacity, avoiding resource shortages, minimizing costs, and complying with service performance goals.

- Integrate revenue-generating unit (RGU) forecasts, demand volumes, and organic traffic growth trends into a coherent capital investment plan.
- Trigger capital projects (e.g., organic growth, major expansions, and transformations) into the core engineering build teams in advance of resource shortages.
- Perform incoming capacity verification requests from service delivery and B2B teams.
- Expose areas of risks and resource bottlenecks and prioritize critical capacity relief.

Reporting Analyst, at Columbus Communications Limited (FLOW JAMAICA) 12/2016 - 05/2022

Responsible for gathering data on emerging call center solutions and technologies to develop strategies and solutions that will improve the business's effectiveness, reduce customer friction, and reduce costs to support customers.

- Focused on fixed broadband services, IP/MPLS Core, IP TV services, Wireless Packet Core, and Wireless Voice Core.
- Aligned KPIs with customer experience; they are meaningful and drive the delivery and planning of new systems to ensure the capture and visibility of proper user experience KPIs.
- Reported user experience to executives, developed, and deployed dashboards to collect data-backed insights.

IT OPS Engineer (Internship), at Columbus Communications Limited (FLOW JAMAICA) 11/2018 - 04/2019

Responsible for supporting internal applications and systems

- Advised on software or hardware upgrades and provided basic training in computer operation and management.
- Troubleshoot networking and connection issues while completing job reports and ordering supplies.
- Installed and upgraded operating systems and computer software.

Education: **Vocational Training Development Institute - Kingston, Jamaica 2016-2021**

Bachelor of Science, Information and Communication Technology

Certifications:

- **CCNA1- Introduction to Networks**
- **CCNA2- Routing and Switching Essentials**
- **CISCO- IT Essentials**
- **Microsoft Azure AI Essentials**
- **Project Management Foundations**

Affiliations: **2020 – Present Jnr Minister at House of Miracles Church International**

2025- Arin55 Fellow

2026 -Arin57 Fellow

REFERENCES AVAILABLE UPON REQUEST