EAN HENDERSON

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TECHNICAL SKILLS

Enterprise Infrastructure

- Microsoft 365 Administration
- Windows Server
- Active Directory / Microsoft Entra ID
- SharePoint Online
- OneDrive
- Microsoft Teams

Networking & Connectivity

- Cisco Networking
- Cisco Meraki
- Ubiquiti UniFi
- Starlink
- LAN/WAN
- TCP/IP
- DNS
- DHCP
- Wireless Networking

Cybersecurity & Resilience

- SentinelOne
- Endpoint Protection
- Network Security & Monitoring
- Cybersecurity Awareness
- Business Continuity
- Incident Management
- ICT Governance

Systems Administration

- Windows 10/11 Administration
- User & Access Management
- PBX Administration
- Jira Administration
- Backup & Recovery
- Hardware & Software Troubleshooting

IT Operations & Management

- IT Asset Management
- Infrastructure Planning & Deployment
- Vendor Management
- IT Procurement

PROFESSIONAL SUMMARY

ICT Infrastructure & Systems Leader with extensive experience delivering enterprise technology solutions that improve operational efficiency, strengthen cybersecurity, and modernize business infrastructure. Proven record of leading multi-site infrastructure projects, reducing operational costs, implementing Microsoft 365 solutions, improving network resilience, and delivering reliable ICT services across corporate, retail, and nonprofit environments. Experienced in infrastructure strategy, systems administration, vendor management, cybersecurity, project delivery, and ICT governance.

EDUCATION

2026
Certificate | Cybersecurity Defense Analyst Career Path
Cisco

2026
Certificate | Introduction to Cybersecurity | AI
Cisco

2014
Bachelor of Science | Computing
University of Technology

2003
Certificate | Advance Networking
University of the West Indies Continuing studies

2001
Certificate | Information Technology
NCTVET

PROFESSIONAL EXPERIENCE

November 2024 - Current
ICT Advisor | SOS Children's Villages Jamaica

- Lead ICT operations supporting multiple organizational sites across Jamaica, improving infrastructure reliability and service delivery.
- Reduced monthly internet operating costs by more than 50% while improving redundancy through implementation of a dual-WAN architecture.

• Directed the fibre network modernization project across eight residential houses, improving wireless coverage and network performance.
• Developed the organization's Incident Management Framework together with supporting ICT governance documentation and infrastructure standards.
• Standardized ICT documentation by creating enterprise network diagrams, asset inventories, software catalogues, user access registers, and infrastructure documentation.

• Improved Microsoft 365 collaboration through SharePoint, Teams, centralized calendars, and cloud service optimization.
• Coordinate ICT vendors, telecommunications providers, procurement activities, and technology projects while ensuring minimal business disruption.

November 2023 - June 2024
IT Manager | OPTIMUM
• Directed daily IT operations supporting business-critical infrastructure and end-user services.
• Improved service delivery through infrastructure optimization and proactive systems management.
• Managed enterprise technology projects from planning through implementation while maintaining operational continuity.
• Led vendor relationships, procurement activities, licensing, and technology budgeting to maximize value and reduce operational risk.
• Strengthened IT operations through policy development, process improvements, and technical leadership.

December 2020 - October 2023
IT Manager | ItelCX
• Promoted into IT management after demonstrating strong technical leadership and infrastructure expertise.
• Managed enterprise infrastructure supporting high-availability contact centre operations.
• Led infrastructure modernization initiatives involving servers, networking, Microsoft 365, Active Directory, virtualization, and enterprise systems.
• Delivered multiple infrastructure projects while maintaining uninterrupted business operations.
• Managed enterprise vendors, budgets, compliance initiatives, and operational technology improvements.
• Mentored technical staff and strengthened team performance through coaching and knowledge sharing.

April 2019 - December 2020
Technical Analyst – Tier II | ItelCX
• Designed and implemented enterprise technical solutions supporting business growth and operational stability.
• Supported mission-critical production infrastructure while maintaining high system availability.
• Diagnosed complex infrastructure, server, networking, and application issues to minimize downtime.
• Collaborated with business stakeholders and technology vendors to resolve enterprise ICT challenges.
• Supported implementation of new technologies and infrastructure enhancements.

April 2018 - March 2019
IT Supervisor | Ibex Global
• Supervised enterprise network and telecommunications operations supporting contact centre environments.
• Improved infrastructure reliability through proactive monitoring, maintenance, and equipment lifecycle management.
• Coordinated technical support activities while ensuring timely resolution of infrastructure incidents.
• Assisted with enterprise hardware deployments and operational technology improvements.

May 2008 - March 2018
Senior Technical Support Specialist | Sangsters Bookstores
• Supported ICT infrastructure across 13 retail locations throughout Jamaica.
• Improved infrastructure reliability through proactive maintenance, troubleshooting, and network optimization.
• Reduced operational downtime through rapid diagnosis and resolution of hardware, software, and network issues.
• Coordinated enterprise-wide hardware refreshes, software deployments, and technology rollouts.
• Increased staff ICT competency by approximately 25% through technical training and end-user support.

REFERENCES

- **Sean Patrick**
  Fund Development & Communications Advisor
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- **Mireille De Bruycker**
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WEBSITES, AND PROFILES

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