

# SERGI J. JOSEPH

## IT SYSTEM ADMINISTRATOR

[jabil.joseph@gmail.com](mailto:jabil.joseph@gmail.com) | +1 767-612-1814 | [LinkedIn Profile](#)

A competent and organized System Administrator with over 13-years of experience managing the day-to-day operations of IT departments. Employs project management skills for planning, integrating and maintaining new as well as existing IT systems across several markets for a multinational company. Diverse technical background which also includes web development & programming. Analytical skills and motivated work ethic enable quick understanding of the operations of new IT systems. Collaborative and innovative working styles support productive professional relationships with teammates as well as effective vendor and internal stakeholder management.

### RELEVANT EXPERIENCE

#### 2021 – PRESENT

##### SENIOR IT SPECIALIST, DIGICEL DOMINICA

- Lead Information Technology (IT) contact for all servers and server-based applications associated with Digicel's IPTV and Broadband services for local market (Dominica) and supports IT personnel in Eastern Caribbean (EC) region
- Collaborated with Group Technical teams & vendors to launch new IPTV system and migrated legacy equipment to operate on new IPTV platform
- Oversees continual improvement of Tier2 Technical troubleshooting of customer service calls through process optimization and training initiatives
- Lead IT personnel for integration and maintenance of IT systems with Digicel+ CRM and billing systems in the EC region
- Manages Digicel Dominica's data center by implementing industry standard practices, maintaining a secure environment and ensuring optimal functioning of equipment
- Oversees IT back-office operations team for the EC region and manages local IT Tier2 team

#### 2014 – 2021

##### IT SPECIALIST, DIGICEL DOMINICA

- Managed and performed IT related tasks for systems migration from SAT Telecommunications Ltd to Digicel Group as part of business acquisition transition
- Developed web-based application (ModStat) used by Network Administrators and Field Technicians to monitor nodes and cable modems on the Digicel HFC Network
- Developed IT Documentation Application (SYS-DOC) for maintaining accurate and up-to-date documentation of all servers and network equipment running on the Digicel Dominica Network
- Managed IT rollout, process development and systems implementation for the company's transition from HFC to FTTH network
- Configured, installed and managed all servers and applications associated with Digicel's TV and broadband services
- Managed Digicel+ CRM and billing systems to include integration, service configuration, monthly billing & dunning process, user access control, etc.
- Collaborated with relevant stakeholders and vendors to manage and execute any projects related to Digicel+ systems migrations, upgrades and other activities

- Maintained documentation of servers as well as system processes and architecture
- Performed periodic backups of all databases and critical data
- Managed Digicel Dominica's data center by implementing industry standard practices, maintaining a secure environment and ensuring optimal functioning of equipment
- Trained staff on all Digicel+ related services in local and regional markets by creating and utilizing presentations and training guides
- Provided reports as required in relation to the Digicel+ products and services

**2009 – 2014**

**IT SPECIALIST, SAT TELECOMMUNICATIONS LTD**

- IT Project Manager and lead developer for the company's transition from analogue HFC TV service to digital HFC TV service
- Redesigned and optimised CRM/POS system which improved system security, increased efficiency of customer account management and reduced opportunities for revenue leakage
- Installed and maintained all TV and Broadband related servers and applications including billing and provisioning
- Managed CRM and POS systems including backend configuration of packages and services
- Managed installation, maintenance and troubleshooting of Digital Headend equipment for TV system
- Designed, implemented and maintained network monitoring tools
- Maintained accurate documentation of all servers and systems
- Managed the company's Mail Servers running MailEnable software
- Designed and maintained the company's website
- Provided technical support to staff on internal network and PC related issues
- Assisted Network Administrators with the operation and maintenance of IP core network

**2008 – 2009**

**ASSISTANT ELECTRICIAN, ADAMS' ELECTRICAL SERVICES**

- Provided electrical services to residential and commercial customers

**EDUCATION & CERTIFICATIONS**

**LPI - LINUX ESSENTIALS, LINUX PROFESSIONAL INSTITUTE**

**MTA - WINDOWS SERVER ADMINISTRATION FUNDAMENTALS, MICROSOFT**

**SEPTEMBER 2007 – JUNE 2009**

**COMPUTER SCIENCE & IT STUDIES, BUSINESS TRAINING CENTER**

CXC (GCSE) A-Levels

**SEPTEMBER 2002 – JUNE 2007**

**HIGH SCHOOL DIPLOMA, NORTHEAST COMPREHENSIVE HIGH SCHOOL**

Top score in Information Technology Technical CXC exams

## **KEY TECHNICAL SKILLS & COMPETENCIES**

- Previously certified CompTIA Network + Technician (2017 - 2020)
- Configuration and management of:
  - Microsoft Windows Server and Linux Operating Systems
  - IT services such as AD, DHCP, DNS, FTP, HTTP, NAS, NFS, NTP and TFTP
  - Virtualization technologies such as VMware, Proxmox and Hyper-V
  - Digital TV Headend equipment such as Encoders, Multiplexers, Scramblers, QAM Modulators, Analogue and Digital Receivers, CAS systems and NMX Systems
  - IPTV administration tools such as Azdio MediaClass CMS, SDMC TMS, Minerva iTV Back Office, Amino Engage and Harmonic Media
  - CRM and billing systems such as AgileBill and GLDS (WinCable, BroadHub & SuperController)
- Competent in:
  - Backup technologies & disaster recovery methods including Veeam Backup tool
  - Network Monitoring tools such as PRTG Network Monitor and Nagios
  - Building information systems using Web Development tools such as HTML, PHP, CSS and JavaScript
  - Database administration tools such as MySQL and MSSQL
  - Linux shell scripting
- Experience working with:
  - Digital & IPTV Set Top Boxes such as Kaon, Entone and Amino
  - Broadband equipment such as Huawei ONTs as well as cable modems such as Netgear, Motorola and Arris
  - ISP provisioning technologies such as Huawei NCE, Alepo AAA, Incognito BCC & Incognito SAC
  - Workforce Management systems such as GLDS Winforce Tech and SmartField by MobileLogix

## **OTHER INTERESTS**

- Photography, Videography & Content Creation
- Sports (Football, Basketball and Formula 1)

## **REFERENCES**

Available upon request.