

PERSONAL INFORMATION



Name: Richmond Redwood-Sawyers
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OBJECTIVE

Master of Science in Information Technology, Bachelor of Engineering in Electrical & Electronics Engineering, Cisco Certified Network Professional (Switch), Cisco Network Engineer with 10 years plus experience in Network Support, IT Operations, IT Service Management, Incident and Change Management, Website development, SQL Database Development. With in depth understanding of Routing protocols RIPv2, OSFP, EIGRP and BGP, internet and web services, web and desktop applications. Operating Systems, Solar and battery bank installations, Cisco Technologies and Windows Server systems in a 24/7 environment.

EDUCATION

M.Sc. in Information Technology, University of Madras, India, 2010 - 2012

B.Eng. in Electrical & Electronics, Fourah Bay College, University of Sierra Leone, 2004-2009

TRAINING

SKILLS PROGRAM IN DATABASE DESIGN AND DATABASE IMPLEMENTATION (SQL DATABASE)

GLOBE MANAGEMENT TRAINING
DECEMBER 2019

**Cisco Certified Network Professional
Implementing Cisco IP Switched Networks**
Cisco License CSCO12479793 valid from
September 2016 to September 2019

Cisco Certified Network Associate Routing and Switching (CCNA)

Cisco License CSCO12479793 valid from
September 2013 to September 2016

Understanding, Reading and Writing Reports, VSO & WASH Supported by DFID and Adam Smith International, 17th -21st March 2014

Solar Training Certificate on Installation and Maintenance, DENG, February 2008

EXPERIENCE

ICT Manager, Ministry of basic and Senior Secondary Education

Implemented an alternative power supply solution for all Server and Network Infrastructure at the Ministry. This included Solar panels (24) and battery bank (20) solution connected to a 20KVA inverter to protect ICT and other equipment from power surges and outages.

Set up three physical servers at the Ministry to expand the use of ICT in the management and administration systems

Implemented Server and network infrastructures at all 16 district offices across the country in a bid to decentralize the EMIS system of the Ministry. This will also enhance the current ICT Infrastructure at the District level.

Implemented a GRIEVANCE REDRESS MECHANISM for the Performance-Based School financing program

Technical counterpart with Orange SL to implement FQSE projects (Super coder, Solar kits for school children, Open classroom for teachers, Inter-secondary school competition)

Technical counterpart with SALCAB to provide internet access to 500 schools to implement FQSE projects for schools (in progress)

Technical counterpart with Le WI Lan to support the training of supervisors and roll out of Tangerine Tutor in selected schools (in progress)

Senior ICT Officer, Ministry of Water Resources, Freetown (Mar 2013- Present) Designed, set up and supervised installation of Local Area Network (LAN) at the Ministry building at 127 Kuku drive.

Carried out an ICT needs assessment in a bid to solicit help from development partners in an effort

to institute an adequate ICT Infrastructure for the Ministry Designed, developed and implemented an ICT Equipment Inventory Database System.

Carried out site surveys with potential Service Providers in order to thoroughly access our needs.

Designed a routine/corrective maintenance plan.

Developed and proposed an Antivirus Policy in line with national and international standards

In the absence of the ICT Manager, acted as Head of the Unit.

Configured, installed and deployed Hardware (Computers, Printers, etc.) and Software (Antivirus, OS, etc.) at the Ministry's Head office.

Implemented network maintenance measures that have been put in place in order to maximize uptime of the entire network and devices.

Deployed and installed eighteen (18) computers in the various districts where staff of the Ministry were deployed.

Administered Internet Services. Allocated and distributed bandwidth across the Local Area Network.

Network Maintenance carried out periodically.

Supervised Installation and configuration of Computers, Printers, Scanners and Photocopiers for staff use. Installed and configured an Antivirus server. Assisted in the Installation and configuration of the Domain Controller Server.

Upgraded the LAN at the Water Directorate Office. Determined number of points to be replaced and additional points to be installed. Surveyed the building to determine equipment required (Cables, etc.). Supervised in cabling, termination, Patching etc. Assisted in the Installation and configuration of Switches/Routers

Created a Metropolitan Area Network (MAN) link between the 2 offices (Head Office and Water Directorate). Surveyed the building to determine where the devices would be installed and equipment required. Supervised and assisted in the design, installation, configuration, testing and deployment of network devices.

Managed and maintained Windows Active Directory, Microsoft Exchange, File/Folder services.

Segment and implement routing on the network to optimize network performance.

IT Banking Officer, Union Trust Bank SL Ltd,
Freetown (July 2010- Mar 2013)

Installed and configured the Domain Controller server and Windows Directory services at the banks Head Office and three other branches upcountry.

Installed and configured the antivirus server.

Reduced the downtime of the banks VSAT and E1 links due to prompt response been taken when an outage occurred and close monitoring of the links using WhatsUp Gold and the ping utility in Windows.

Managed the access of Internet services by users making sure the correct bandwidth was been allocated to users as per function and de

Carried out routine maintenance exercises in all the branches situated in Freetown and upcountry.

Installed and configured all servers situated at the data recovery site.

Optimized all the Signature cards in the banks database in order to improve on the efficiency of the system.

Was directly involved with the set up and implementation of the Automated clearing process/Automated clearing house (ACP/ACH) system in the bank as stipulated by the Central Bank.

Technical counterpart with Airtel SL (a mobile company Operator) and the National Revenue Authority (NRA) in order to implement the ASYCUDA system in the bank. Thus allowing customers to pay their tax rates at the bank premise.

Technical counterpart with the representative from Money Express (a payment system) to implement the Money Express system in the Banks Head Quarter and later installing the system in other branch locations in Freetown and upcountry.

Technical counterpart with the National Power Authority network engineers in order to allow our

bank services to be used on their premise to make payments on their software known as APATOR.

NOC Engineer, Africell Sierra Leone, Freetown
(Mar 2010 - July 2010)

Worked assiduously to ensure prompt response of fault alarm messages were timely relayed to the Engineers on call in a bid to greatly reduce downtime.

Rendered technical support for network operation & maintenance and troubleshooting.

First line and Second line trouble shooting of the faults occurring on core & access Network.

Analysed the Network KPI degradation, extracted the worst contributing cells & user, and raising the issue to Performance.

Provided customer care with resolutions regarding network issue Trouble Tickets

(Intern) Telecommunication Engineer, Tigo SL,
Freetown (Aug 2008 -Jan 2009)

This is a requirement for the B.Eng degree in which students are sent to various Industries/Companies for them to gain practical and hands-on experience on the theories taught at the University. I was attached to tiGO Mobile Company for six (6) months during which I worked in all the various departments in the Technical Operations Section for a period of two (2) weeks each.

TECHNICAL SKILLS:

Programming Languages: Visual Basic (Level: basic), C++ (Level: basic), Java (Level: basic), JavaScript (Level: basic), HTML(Level: basic)

Hardware: HP laser and Inkjet Printers, Network Printers, HP/DELL servers, HP/COMPAQ/DELL PC's, hard drives, memory, video cards, scanners, IDirect modems, Cisco Routers & Switches. Firewalls.

Protocols: OSPF, EIGRP, BGP, MPLS, RIP, DNS, SSH, SMTP, IMAP, POP3, SIP, FTP, DHCP, WEP, WPA, WPA2, VLAN, VTP, STP, HSRP, VRRP

Operating Systems & Software: Cisco IOS, Windows 8, Windows XP, Windows Vista, Windows 7, Windows Server 2003/2008/2012, MATHLAB, Microsoft Office suite (Word, Excel, PowerPoint, Outlook, Visio), Electronic Workbench, Bank Manager, Android, Visual Studio 2005/2008/2010, Norton Antivirus, McAfee

Antivirus, eScan Antivirus, VMware, MS-SQL Server 2008, ISite.

PROFESSIONAL AFFILIATIONS

MIET, Corporate Member of the Sierra Leone Institution of Engineers (SLIE)

AREAS OF EXPERTISE

1st/2nd line support. Microsoft technologies. Cisco technologies, Remote Support tools, Network Administration. Computer Hardware, Satellite Communications. Active Directory. Computer Repair. Telecommunications. Database Administration. Microsoft SQL Server. HTML, Web Development.

PROJECTS UNDERTAKEN

Installation of solar and battery bank systems
Installation and upgrade of ICT facilities at the Ministry of Water Resources and Water Directorate offices.

Design of a Mobile Banking Application Prototype for Union Trust Bank.

Design of a short message service (SMS) account credit recharging software program. Design of a 4-bit Arithmetic Logic Unit

PERSONAL SKILLS

Problem Solving. Commitment to outcome.

Highly Analytical. Helpful Attitude. Efficient.

Broad-minded. Conscientious. Organized. Strives for excellence.