

## Jevin K. Ramjattan

Mc David St, Lopinot Road, Arouca, Trinidad.  
Mobile: +1 868 476 8573  
Email: [jevin@acm.org](mailto:jevin@acm.org)

Gender: Male  
Visas: UK, USA  
Birth: 07-Sept-1985  
Nationality: **Trinidadian**  
Driving Permit: **Class B**

### Information Technology Management Specialist

Three years of experience in the technology & information management sector for various industries. Comprehension of both Business & Technical domains. Highly international profile. Speaks English & French.

**OBJECTIVES** To deliver maximum organizational value in the domain of information & internet technology-services management as a skilled business-oriented information technology project manager.

#### EDUCATION

- 2007-2009 **International Master in Management of Information Technology** [*Erasmus Mundus Scholarship*]  
Elite 21-member cohort; 13 nationalities; 3 countries; & 3 degrees [<http://www.immit.eu>]
- **IAE Aix-en-Provence**, France: MSc. in Management & Information Technology
  - **Turku School of Economics**, Finland: MSc. in Economics & Business Administration
  - **Tilburg University**, The Netherlands: MSc. in Information Management
- 2004-2005 **Bachelor's Degree, Computer Information Systems** [*Presidential Scholarship Award*]  
**Monroe College**, New Rochelle, New York, USA [GPA: 3.97/4.0; President's List Honors]
- 2002-2004 **Associate Degree, Information Technology: Information Systems Development**  
College of Science, Technology, & Applied Arts of Trinidad & Tobago [**COSTAATT**], Trinidad

#### PROFESSIONAL EXPERIENCE

- Oct 2010-Present *Subway*, Trinidad [<http://www.subway.com>]  
**BUSINESS & FIELD CONSULTANT**
- Provided regional operational & franchisee support using Business Intelligence & Analysis tools to optimise sales and profitability; Assisted Subway International with regional franchise sales and restaurant development, analysis of new business opportunities, & restaurant evaluations
- Jul 2009-Dec 2009 *Eurocopter*, Marseille Area, France [<http://www.eurocopter.com>]  
**STRATEGIC-RESEARCH CONSULTANT**
- Analysed the evolution & trends of current ICT *services* in the Aerospace industry
  - Proposed *service*-innovation & -integration strategy & possible service-portfolio
- Feb 2009-Jul 2009 *Osiatis*, Marseille Area, France [<http://www.osiatis.net>]  
**INFORMATION SYSTEMS MANAGEMENT CONSULTANT**
- Conducted an evaluation on open source system implementation & adoption in high-availability, transaction-processing environments for Masters-Thesis Research
  - Improved French-language skill & knowledge of French public-administration sector
- Feb 2007-Jun 2007 *Columbus Communications [Flow]*, Trinidad [<http://www.flowtrinidad.com>]  
**LINUX/UNIX SYSTEM-SERVICES MANAGER**
- Linux & Unix server administration [Caching, DNS, FTP, LAMP] using Putty, VMware, VNC, WinSCP & Webmin; Implemented high-availability VOIP-servers using Heartbeat & IP aliasing
  - Created backup solution using Tar & Rsync, Amanda & BackupPC for 6 mission-critical servers [DNS & Mail]; Updated network maps [Solarwinds: Orion Network Performance Monitor]
- Jan 2006-Nov 2006 *Arthur Lok Jack Graduate School of Business*, Trinidad [<http://www.gsb.tt>]  
**INFORMATION TECHNOLOGY SERVICE ANALYST**
- Implemented IS Services for automating/simplifying business processes; Setup IIS IPP printing, Blackberry BES, Barracuda Spam Firewall, & Helpdesk solutions
  - Systems administration using Windows Server 2003 & Active Directory; Maintained internet & intranet sites using Drupal CMS & Dreamweaver; CRM support of 100 staff & 800 students

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## PROFESSIONAL EXPERIENCE [CONTINUED]

Mar 2005-Aug 2005 *Symbio Technologies*, New York, USA [<http://www.thesymbiont.com>]

### SOFTWARE & WEB SERVICES DEVELOPER

- Obtained exposure to Linux environment, FLOSS philosophy & thin-client concepts
- Developed Mozilla-Firefox Kiosk-Browser extension with XUL/JS/Reverse-Engineering
- Developed two websites for internal use, using PHP/MYSQL & Mambo CMS

## INDUSTRY EXPERIENCE & SPECIALTIES

**Sectors** Aerospace, Telecommunications: ISP, Social Services, Consulting, Education, Software, Thin-Clients, Facilities

**Specialty** Business-IT Alignment, IS Strategy, IS Implementation & Evaluation, Open Source Systems

## LANGUAGE SKILLS

**English:** Native-Fluent

**French:** Conversational

**Dutch:** Basic

**Finnish:** Basic

## TECHNICAL & COMPUTER COMPETENCIES

**Applications** Microsoft Office & Project, Open Office & Project, Macromedia Dreamweaver & Flash

**Platforms** Microsoft: Windows [98, 2000, NT, XP, Vista, Server 2000/2003], DOS;  
UNIX [Sun/Solaris, OpenBSD, Linux: Fedora, Red Hat, Ubuntu, Debian]; Mac OS-X

### Systems Development & Management

Information Systems Analysis, Design & Evaluation competencies  
DBMS using MS Access, MySQL & Oracle: SQL Plus  
Data-mining & BI: OLAP using Excel & Weka

### Computer & Programming Languages

Web: HTML, CSS, PHP, Java Script, XML, XUL  
Modelling: UML [using NetBeans], WSDL, BPEL  
Scripting: sh, bash, csh, ksh, ms-dos batch scripting  
Development: Java, C, C++, SQL, & Visual Basic

### Networking & Administration

TCP/IP, DHCP, DNS [BIND], Apache, IIS, Firewalls [ISA, IP-tables], Squid, SSH, SCP

## TRAINING & DEVELOPMENT

Nov-Dec 2006 *Youth Training & Employment Partnership Programme Ltd* [**YTEPP**], Trinidad

**Adobe Photoshop Graphic Arts:** using Adobe Photoshop CS2 on Mac OS-X

Oct-Nov 2006 *Computer Technology Industry Association* [**CompTIA**]

**A+ Certified Professional:** Core Hardware Service & Operating Systems Technologies

Jul-Sep 2006 *Arthur Lok Jack Graduate School of Business* [**GSB**], Trinidad

**Statistical Package for Social Sciences: SPSS** Basic 1 & 2

May 2006 *American Safety & Health Institute* [**ASHI**]

**Professional Level CPR; Universal First Aid** for the community & workplace

Apr 2006 *Arthur Lok Jack Graduate School of Business* [**GSB**], Trinidad

**Customer Service Training:** Quality Service & Customer Care

## PROFESSIONAL ASSOCIATIONS

▪ Association for Computing Machinery [**ACM**] ▪ **IMMIT Alumni** Representative ▪ T&T Computer Society [**TTCS**] ▪ T&T Linux Users Group [**TTLUG**] ▪ Study Association for Business & IT [**ASSET: SBIT**] ▪ The Student Union of TSE [**TuKY**] ▪ Students in Free Enterprise [**SIFE**]: President's Volunteer Service Leadership Award

## INTERESTS

- Emerging Concepts: Cloud Computing, Ubiquitous Computing, Bio-mimicry & Innovation, Web 2.0
- Green IT, Environmental- & Green-movements, Health, Tourism, CMS, eLearning, RFID, Logistics/SCM
- Swimming, Cycling, Travelling ▪ Music & Arts, Film & Theatre, Cultures & Languages, Writing, & Philosophy