

RICKY JAGAN

CLOUD AND SYSTEMS ADMINISTRATOR

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PROFILE

Cloud and systems administrator with 17+ years of experience supporting production infrastructure, networks, databases, web services, and security across government, ISP, and small-business environments. Hands-on experience includes Azure and AWS, Linux and Windows Server, Nginx and Apache, DNS, BGP, firewalls, SQL platforms, monitoring, and release automation. Builds practical operational tooling in PowerShell, Bash, Python, C#/.NET, and PHP, with a focus on availability, secure access, recoverable change, and performance.

CORE EXPERTISE

Cloud and platforms: Azure, AWS, Linux, Windows Server, Proxmox, Nginx, Apache, CDN, DNS, SSL and TLS

Networking and identity: TCP/IP, BGP, firewalls, VPN, RADIUS, RBAC, MFA, TOTP, passkeys, access auditing

Automation and operations: PowerShell, Bash, Python, Git, release automation, systemd, SFTP deployment, health checks, rollback

Data and observability: SQL Server, MySQL, MariaDB, indexing, query tuning, caching, backups, telemetry, dashboards, log analysis

PROFESSIONAL EXPERIENCE

Technical Specialist, Passport Modernization and E-Gate Systems

Sep 2023 - Present

Government of Guyana, Ministry of Foreign Affairs and Guyana Police Force | Guyana

- Administer and improve production systems supporting passport and border operations across Linux services, Windows workstations, databases, web applications, network shares, and biometric devices.
- Built and operate a multi-service Python and Flask environment on Debian and Proxmox using Nginx, systemd, TLS, MySQL, REST APIs, and environment-managed configuration.
- Automated releases with versioned backups, syntax checks, SFTP deployment, controlled service restarts, HTTP health verification, canary rollout, and rollback safeguards; maintain production changes in Git.
- Implemented monitoring for service health, logs, user activity, workstation heartbeats, device and driver status, and operational incidents, giving support teams actionable visibility into live systems.
- Strengthened security with role-based access control, MFA and TOTP, passkeys, rate limiting, CSRF protection, encryption, certificate handling, signed SHA-verified packages, least-privilege access, and audit trails.
- Reduced a key operational dashboard from 25 database queries to 9 and improved response time from 101 seconds to 25 seconds through indexed joins, query merging, caching, and Python aggregation.

Network Operations Center Operator

2021 - Present

Novo Communications Ltd | Trinidad

- Administer Linux and Windows servers, DNS, firewalls, and BGP-based ISP infrastructure supporting enterprise hosting and high-traffic customer services.
- Monitor availability and performance across web hosting, SSL certificates, CDN routing, caching layers, and backend services; investigate faults before they become prolonged outages.
- Resolve network, API, and application connectivity incidents using packet-level analysis, log review, service checks, and coordinated troubleshooting with technical teams and clients.

IT System Specialist

2020 - 2021

Gamerz Tech IT Services | Trinidad

- Designed and supported PHP and MySQL applications, APIs, inventory and CRM functions, and secure online transaction workflows for a small technology business.
- Configured Apache and Nginx hosting, SSL and TLS, DNS, caching, backups, and performance improvements across customer-facing services.

EARLIER EXPERIENCE

Field Officer and Office Technician | Office of the Member of Parliament, Siparia | 2018 - 2020

- Maintained office systems, web portals, user devices, automation tools, and online public-service workflows.

Project Evaluation Officer | Ministry of Works and Transport, Fyzabad | 2014 - 2015

- Supported data processing, analytics, reporting, and Microsoft Dynamics-based operational systems.

OJT IT Technician | Office of the Member of Parliament, Siparia | 2011 - 2013

- Delivered workstation, system, document, and on-site technical support for constituency operations.

IT Technician and Sales Support | Wizz Computers Ltd, Point Lisas | 2010 - 2011

- Diagnosed hardware, managed RMA cases, and supported customers in a fast-paced retail IT environment.

IT Support Operator | Byte Technologies Professional, San Fernando | 2008 - 2010

- Supported nationwide hospital infrastructure deployments, including servers, workstations, structured cabling, and application configuration.

EDUCATION

MSc Data Analytics and Cyber Intelligence | 2023 - Present

BSc Information Technology, First Class Honours | UOB | 2021

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals (AZ-900), 2022 | CompTIA Security+, 2015 | CCNA, 2014

MCSA Windows Server 2012 and MCTS, 2013 | CompTIA Network+ and A+, 2010

Cloudflare Performance and Security Badge, 2020 | Adobe Magento Certified Associate Developer, 2020

TECHNICAL SKILLS

Infrastructure: Azure, AWS, Debian, Ubuntu, CentOS, Windows Server, Proxmox, Nginx, Apache, systemd, cPanel, DirectAdmin

Networking: DNS, BGP, TCP/IP, SNMP, CDN, SSL and TLS, VPN, RADIUS, pfSense, SonicWall, packet analysis

Automation and development: PowerShell, Bash, Python, C#/.NET, PHP, JavaScript, REST APIs, Git, Visual Studio

Data and operations: SQL Server, MySQL, MariaDB, SQLAlchemy, schema design, indexing, query tuning, caching, connection pooling

Security and reliability: RBAC, MFA, TOTP, passkeys, encryption, certificate management, audit logging, backups, restore, health monitoring