Ricardo J. Gowdie

Network Security Engineer · Consulting and Freelance Projects

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SUMMARY

I build and secure networks that stay up. I've worked in IT since 2009 and in enterprise networks since 2017, supporting environments of more than 2,000 devices. I design segmentation and firewall controls, modernize infrastructure, and leave behind clear documentation so your team can run what I build.

SELECTED RESULTS

Approximately 60% less
identified vulnerability exposure after a 14-VLAN segmentation design with Fortinet firewall controls

Approximately 50% better
overall network performance after a network redesign and wireless optimization

Approximately 40% better
service uptime after moving to a three-host Hyper-V failover cluster on SAN storage

Approximately 90% less
email downtime after migrating from on-premises Exchange to Microsoft 365

HOW I CAN HELP

- Network segmentation, VLAN design, and FortiGate firewall policy
- Microsoft 365 migrations and security baselines (MFA, Conditional Access)
- PowerShell and Ansible automation for routine checks
- Network redesign, wireless planning, and troubleshooting
- Hyper-V clustering, storage, backup, and disaster recovery
- Network diagrams, runbooks, and knowledge articles

EXPERIENCE

eClerx — Feb 2026 – Present
Senior Process Manager, End User Support · Fayetteville, NC

- Serve as the L2-L3 escalation point for endpoint, network, access, and infrastructure issues, coordinating with local and global teams.
- Built configuration automation playbooks that audit desktop security controls, plus PowerShell scripts that reduce manual effort.
- Own high-priority incidents end to end: assess impact, coordinate technical resources, and keep stakeholders informed through resolution.
- Enforce endpoint configuration and security standards with information security and compliance teams.
- Lead service desk, remote, and onsite support, and train and mentor support staff on troubleshooting, escalation, and documentation.

Freelance projects — Jul 2022 – Present
Technology Consultant (IT & Web)

- Deliver IT support and infrastructure projects for small businesses, covering Microsoft 365, networking, backups, and endpoint security.
- Implement security baselines (MFA, Conditional Access, endpoint protection, patching) to reduce risk and improve reliability.
- Lead client discovery, scope requirements, write proposals and statements of work, and manage delivery timelines.
- Build and maintain WordPress websites, including hosting, DNS, performance, security hardening, and updates.

Scientific Research Council

Mar 2024 – Aug 2025

MIS Team Leader · Kingston, Jamaica

- Designed a 14-VLAN segmentation architecture and paired it with Fortinet firewall controls and remediation, reducing identified vulnerability exposure by approximately 60%.
- Configured Fortinet firewalls, access policies, VPN connectivity, and inter-VLAN routing across Cisco and Ubiquiti switching.
- Led a network redesign with access point placement and channel planning, improving overall network performance by approximately 50%.
- Implemented SAN storage and a three-host Hyper-V failover cluster, contributing to an approximately 40% improvement in service uptime.
- Migrated on-premises Exchange to Microsoft 365, reducing email downtime by approximately 90%.
- Coordinated vendors, service providers, and internal teams through each upgrade; maintained network diagrams, change records, and incident reports.

Sutherland

Nov 2017 – Mar 2024

Sr. Global Technology Infrastructure Specialist · Kingston, Jamaica

- Provided Level II infrastructure and network support for a global enterprise environment with more than 2,000 network-connected devices.
- Managed incidents and escalations in ServiceNow, achieving multiple months of 100% SLA compliance.
- Supported SD-WAN deployment and Cisco routing and switching across enterprise locations.
- Wrote PowerShell scripts for routine system checks, reducing manual work and catching issues earlier.
- Wrote runbooks, how-to guides, and knowledge articles, and trained junior support staff.

Innovative Outsourcing Company Limited

Jan 2009 – Nov 2017

Systems Administrator · Saint Elizabeth, Jamaica

- Installed, configured, and maintained systems, servers, and network security tools for a contact center, including VoIP systems.
- Monitored networks and servers and put preventive measures in place that reduced repeat incidents.

TOOLS

Network: Fortinet FortiGate, Cisco, Ubiquiti UniFi, SD-WAN, VPNs, VLANs, DNS, DHCP

Monitoring: Wireshark, FortiView, Auvik

Identity and cloud: Active Directory, Group Policy, Entra ID, Microsoft 365

Systems and automation: Windows Server, Linux, Hyper-V, PowerShell, Ansible, Docker, ServiceNow

Standards: ISO 27001, NIST CSF, Jamaica Data Protection Act

CERTIFICATIONS

- ISC2 Certified in Cybersecurity (CC)
- Fortinet NSE 1, 2 and 3
- Microsoft Azure Fundamentals (AZ-900)
- Information Security Manager (NCTVET)
- Data Protection (University of the West Indies)
- Cisco IT Essentials
- Claude Certified Associate Foundations (Anthropic)

EDUCATION

BSc (Hons.) Information Technology, University of Technology, Jamaica, 2022

RECOGNITION

Top Performer
eClerx, 2026

Staff of the Year
Scientific Research Council, 2025

Top Performer
Sutherland, 2019