

# Ricardo Ellis

**Address:** 2<sup>nd</sup> Avenue Green Hill Saint Michael | **Mobile:** 1 (246) 263-7517 | **Email Address:** [rellis@iTeeWebee.com](mailto:rellis@iTeeWebee.com) | **LinkedIn:** [www.linkedin.com/in/ricardo-ellis](http://www.linkedin.com/in/ricardo-ellis) | **Website:** [www.iteewebee.com](http://www.iteewebee.com)

## PROFESSIONAL SUMMARY

To obtain a remote project, related to my best skills, experience and services, by being assertive and proactive.

## WORK EXPERIENCE

**Freelance Web Developer | Help Desk Support | [iTeeWebee.com](http://iTeeWebee.com) | Barbados** Jan 2020 - Present

Creating custom websites using Figma and Webflow. Managing web hosting services using cPanel and managing domain names. Managing SFTP users and SFTP accounts. Experienced in operating systems technologies based on Linux and Windows, while also providing remote help desk support.

**Insurance Policy Renewal Clerk | Sagicor General Insurance Inc | Barbados** Jan 2018 - Oct 2019

Renewed, amended and processed insurance policies, managed calls with customers for policy changes and queries.

**Data Entry Clerk | Sagicor General Insurance Inc | Barbados** Feb 2017 - Dec 2017

Moved data from a legacy system to a modern system with timeline data input accuracy, reported bugs and system errors.

**Customer Service Representative | Columbus Communications Inc | Barbados** May 2015 - Jun 2016

Scheduled and routed fibre optic installations and provided customer support and troubleshooting on internet and iptv services.

## EDUCATION

**Full Stack Web Development** 2025 - 2026

HTML5, CSS3, JavaScript, Front End Libraries, React, TypeScript, Frameworks, Python, SQL, Bash, Git, Nano, Github, Relational Databases, Backend JavaScript, Node.js, REST, API, Web Services, HTTP, DNS, TCP/IP, Express, WebSockets.

**Information Technology | Certificate** Jan 2008 - Jan 2011

Barbados Community College | Barbados | GPA: 3.38

Computer Concepts, Principles of Database Management, Introduction to Productivity Tool, Introduction to Accounts, Introduction to Internet Technologies, System Analysis & Database Design, Hardware Fundamentals, Computerized Accounting.

**(GCE) O'Level | General Certificate Of Education (GCE) O'Level** Jan 2002 - Jan 2008

English Language - Grade 2, Information Technology - Grade 2, Social Studies - Grade 3, Principles of Business - Grade 2.

## **EXPERT LEVEL SKILLS**

Linux, Windows, HTML, CSS, Microsoft Visual Code, Content Management Systems, QuickBooks Online, Wave Financial, Zoho Cloud, Customer Service, HubSpot CRM, Microsoft Office, WordPress, phpBB, Simple Machine Forums, Computer Hardware, Computer Literacy, Information Technology Help Desk Support.

## **CERTIFICATIONS**

Certificate in Customer Service, Certificate in IT Service Desk Careers and Certifications, Certificate in Entrepreneurial Studies, Certificate in Information Technology Fundamentals, Diploma in Microsoft Office, Certificate in Code:101.

## **PROFESSIONAL ENGAGEMENT | VOLUNTEER WORK**

1st Place Business Labs | Youth Entrepreneurship Scheme, Dispatcher Employee of The Month | Columbus Communications Inc , Dominica Missionary Trip | Housing Re-roofing Devastated By Hurricane Maria