

Walt Forbes

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TECHNICAL QUALIFICATIONS (listed latest to earliest)

- Microsoft Certified Azure Data Fundamentals
 - Linux Professional Institute Linux Essentials
 - Microsoft 365 Certified: Fundamentals
 - Microsoft Certified: Security, Compliance, and Identity Fundamentals
 - Microsoft Certified Azure Administrator Associate – 2023, 2024
 - CompTIA Cloud+
 - Amazon Web Services (AWS) Cloud Practitioner
 - Microsoft Certified Azure Fundamentals
 - VMware Certified Professional 6 - Data Center Virtualization
 - Microsoft Technical Associate – Database Fundamentals
 - Microsoft Certified Professional – Windows Server 2012
 - VMware Certified Associate - Data Center Virtualization
 - Microsoft Certified Systems Administrator (MCSA) – Windows Server 2000, 2003
 - Cisco Certified Network Associate (CCNA)
 - Microsoft Certified Desktop Support Technician (MCDST)
 - CompTIA Network+ Certified
 - CompTIA A+ Certified Computer Technician 1999, 2001
 - Microsoft Certified Systems Engineer (MCSE) – Windows NT4
 - Microsoft Certified Professional + Internet
 - Certified Novell Administrator (C.N.A.) – NetWare 5®
 - Certified Novell Administrator (C.N.A.) – NetWare 4.11/IntranetWare®
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WORK HISTORY

May 2008 -

Senior IT Specialist (+AVP, since 2018)

Present

Credit Suisse AG Nassau Branch, Nassau Bahamas

- **Active Directory:** expanded, upgraded, and integrated the local Active Directory with the global Active Directory; performed local knowledge transfer to IT on the standards and use of global Active Directory services.
- **Back Office Server Applications:** installed and configured Microsoft BizTalk Server systems and Microsoft SQL Server database instances for Nassau and New York locations - including integration with local and global Active Directories.
- **Business solutions:** Provided technical integration support for Document Management, Front Office-to-Back Office Service Management, Customer Relationship Management (Nassau and Chile), and Financial Reporting solutions.
- **Compliance & KYC System:** implemented Private Banking Bahamas instance of World Check and Critical Network Pools system; performed quarterly, annual, and bi-annual checks on the system for reporting to internal regulators.
- **Core Banking Application:** led the customization, implementation, regressive testing, and installation-automation of the client desktop application for a new version of the Core Banking server application.
- **Cultural Ambassador Leadership Program:** implementation of (1) *P2P (Peer-to-Peer) Recognition Program* - peers initiate branch-wide recognition of each other for demonstrating corporate cultural values in their work; (2) *Buddy Mentorship Program* (acclimating new recruits, building rapport, confidence, and ensuring a positive, smooth transition into the corporate family & culture); (3) *Courageous Conversations* training & exercises.
- **Desktop Deployment Management:** implemented image-based build automation of global desktop platform.

- **Disaster Recovery:** implemented storage, server, networking, and Active Directory infrastructure in Switzerland to support disaster recovery strategies; assumed a key role in regular team-testing of DR procedures and systems.
- **Endpoint Security:** implemented a new centralized management for Antivirus, then migrated client systems; implemented centralized Windows updates management.
- **Global IT Leadership Training:** theme, *Leading Transformational Change* – preparing for, implementing, and sustaining change; team initiative of exploring the enhancement of employee engagement through *Gamification*.
- **IT Americas RAVE (*Recognizing And Valuing Excellence*) Award**
Recipient: received highest number of recognitions across the IT Americas region (2013).
- **Networks:** Standardized core distribution and client access; designed the reorganization & simplification of a multi-layer network architecture for implementation by global teams.
- **Security Awareness Training:** conducted branch-wide security awareness trainings.
- **Virtualization:** implemented a new VMware virtualization platform for *in country* and external disaster recovery sites, then performed migrations of 200+ systems.

September 2003 Network Systems Administrator

– April 2008

Bank of The Bahamas

- **Active Directory:** upgraded and expanded Active Directory to incorporate new branches.
- **ATM Deployments:** installation, maintenance, and upgrade of ATM software and OS.
- **Branch Deployments:** implemented technology infrastructure for new branches (Andros, Exuma, Miami, and San Salvador) – inclusive of

Active Directory, desktop computing & teller platforms, networking (cabling, switch and router configurations), printing, and servers.

- **Business Solutions:** technical facilitator for document management solution (digitization of check payments for easy search).
- **General IT Administration:** application deployment & integration, endpoint security (antivirus, OS updates), user administration, helpdesk support, troubleshooting networking and server issues.
- **Networking:** administered switches, routers, and firewalls for all branches; operated video conferencing equipment.
- **Network Redundancy:** implemented network redundancy for Internet and inter-branch communications.
- **Tip of The Week:** provided end-user instructional email tips based on common user helpdesk issues.

February 1999 – Self-employed – Free-lance Technical Support

September 2003 Major clients included (alphabetically listed):

- *Bahamas Neurological and Neurodiagnostics Centre*
- *Bahamas Plastic Surgery*
- *Bahamas Taxi Cab* and *Bahamas Taxi Credit Unions*
- *Bellevue Business Depot*
- *Carpet Barn*
- *Computer Accessories Haven Ltd.*
- *Dollar Rent-A-Car*
- *Migrafill Group of Companies*

Technical work included:

- **Business Solutions:** data recovery; installation and networking of small business accounting software; tech support for monitoring solutions; implement specialized solutions from commercial vendors for client.
- **Internet Management:** Proxy-server implementation and administration (to share the Internet, block visibility to internal

networks from the Internet, and to restrict types of sites and traffic allowed to end users.

- **Networking:** cabling, IP administration, switch, router, and firewall implementations.
- **Novell NetWare Support:** performed installations, upgrades, user directory administration, as well as file and print sharing.
- **Windows Support:** OS installation & configuration; user administration, file and printer sharing; malware cleanup; user education and general support.

February 1999 – Chief Instructor, Technical Programs Coordinator and Technician

February 2005 The Training Centre, Star Plaza – Mackey St., Nassau:

- **Designed** curricula for technical training.
- **Designed** and set up technical labs for hands-on training.
- **Performed** training classes as instructor.
- **Vetted** and oriented technical instructors on curricula and technical labs.

EDUCATION

- **B.A. Chemistry/Biology:** double-major - *Macalester College*: St. Paul, Minnesota
- **A/A Biology/Chemistry** major-minor - *College of The Bahamas*
- **G.C.E's:** Mathematics (**B**), English (**B**), Economics (**B**), Human Biology (**A**), General Biology (**A**), Food & Nutrition (**A**), History (**A**) and Religious Studies (**C**) – *South Andros Secondary*