

EXECUTIVE CURRICULUM VITAE - JASON B. GORDON

NAME: Jason Benjamin Gordon
OCCUPATION: Facilities/Fleet Management & ICT Engineering Consultant
CITIZENSHIP: Trinidad & Tobago / Jamaica
COUNTRY OF BIRTH: Jamaica
DATE OF BIRTH: 5th April, 1960
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I have forty-one (41) years of work experience in management and engineering in areas of Building Facilities and Fleet Management, Telecommunications Network Maintenance Support, Project Management and Call Centre Support, Mobile Resource Management (IoT, LBS and GPS Asset Management)

I started my working career in 1981 as an Electrical Engineer at Trintoplan Consultants Ltd (Trinidad) and after two years (1983) moved on to the Telephone Company of Trinidad and Tobago as a Project Engineer. In this organisation, which later became known as the Telecommunications Services of Trinidad and Tobago (TSTT). From 1986, I spent 20 years in various operations and project management positions which in Properties, Fleet, Network and Mobile Operations.

Experience Summary

- ICT Consultant and Trainer: Computerised Maintenance Management Systems (CMS), Website (WordPress & Joomla!) Content Management System (CMS) development and (GPS/GSM IoT Fixed and Mobile Resource Management – Twelve (12) years
- Board Director of Fleet Maintenance & Management State Enterprise VMCOTT – Four (4) years
- Fleet Manager of a large utility fleet (800 units) responsible for all aspects of the business including maintenance, operations, engineering, support services and I.T. – six (6) years.
- Project Manager responsible for the implementation of all aspects of a new TSTT consolidated Call Centre operation including new business processes, IT hardware and software, HR & training Sales & Marketing and change management. – Two (2) years.
- Network Maintenance Support Manager responsible for the Network Surveillance Centre, Technical Assistance Centre, Repair & Return administration and Power Systems – Four (4) years
- Manager Power Systems responsible for specialised Facility Maintenance Management of all Mechanical and Electrical building infrastructure and Telecommunications equipment power plant and auxiliary equipment (e.g. stationary batteries, UPS, inverters) – Six (6) years.
- Manager Operations & Maintenance responsible for general Facility Management of Telecommunications and Administrative Office buildings (including mechanical & electrical building plant and infrastructure.) – 16 months.
- Project Engineer responsible for Project Management of Central Office (Telephone Exchange) building construction, standby generator installation and office renovations projects. – Three (3) years.

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Experience & Professional Achievements

Title: Business Owner/Consultant
Businesses: Caritrack Ltd, Innovative Technical Services Ltd and Facility Care Services
From: April 2005 to Present.

Title: Managing Director/ Lead Consultant
Company: Caritrack Limited
From: April 2013 to Present.

Provision of Facilities CMS, Mobile Resource Management (MRM), Internet of Things (IoT) and Website Management & Development services.

Title: Director (Board Member)
Company: Vehicle Maintenance Company of Trinidad & Tobago.
From: 2002 to 2006.

I served as Chairman of board sub-committee providing oversight to the technical operations. In 2004, a key role was played in supporting the transformation of the organization from a maintenance organization into a Fleet Management company.

Title: Fleet Manager/Ag. Property Manager
Company: Telecommunications Services of Trinidad & Tobago (TSTT).
From: Jan to Mar. 2005

During the last three (3) months in TSTT, I finalised the Fleet Outsourcing strategy, managed two departments during downsizing & restructuring process, developed new business model and organisational structure for the proposed Facilities Management Department.

Title: Fleet Manager
Company: Telecommunications Services of Trinidad & Tobago (TSTT).
From: 1997 to 2001 and 2003 to March 2005.

Discovered major fraudulent practices and took appropriate HR and business process measures to improve operations. The first on-line electronic Fleet Card fleet management system in Trinidad & Tobago was implemented. The average fleet age has been lowered from 8.1 years (1997) to 4.9 years (2000). The first MAXIMO Computerised Fleet Maintenance Management System (CMMS) implemented in the Caribbean region. Developed strategic initiatives for Fleet Outsourcing, Fleet Services Delivery, Fleet rationalization (800 units) and the establishing administrative systems to support User Group cost centres.

Title: Call Centre Consolidation Project Manager
Company: Telecommunications Services of Trinidad & Tobago (TSTT).
From: 2001 to 2003.

Project managed the consolidation of seven (7) then existing TSTT Call Centres into a world-class multimedia Contact Management Centre handling all lines of TSTT's business. This 18-month project implemented new state of the art technologies, organizational structure and new business procedures and systems. The \$30m Project was substantially completed (99%) by the scheduled completion date and within budget.

Experience & Professional Achievements (Continued)

Title: Network Maintenance Support Manager
Company: Telecommunications Services of Trinidad & Tobago (TSTT).
From: 1993 to 1997
Successful managed of all the Northern Telecom (Nortel) BCS software updates to the telephone exchanges during the period. New processes to the Surveillance centre to improve operations. I personally upgraded the Malicious Call Trace Customer Service by developing a dBase IV software application program.

Title: Manager - Power Systems North (Network Maintenance Support Dept.)
Company: Telecommunications Services of Trinidad & Tobago (TSTT).
From: 1991 to 1993
Successfully undertook the challenge of managing an increased area of responsibility and upgrading the plant and equipment performance levels in the District 1 area to the same standards of the District 2 area. Implemented the TMA Computerised Maintenance Management System to the Section.

Title: Manager - Power Systems (Network Operations District 2 Dept.)
Company: Telephone Company of Trinidad & Tobago.
From: 1987 to 1991
Developed preventative maintenance programs for fire alarm, air conditioning, power and electrical distribution plant. Achieved a high level of plant availability and mean time between failures. Staff won annual awards for performance for two years in succession.

Title: Manager Operations & Maintenance District 2 (Properties Dept.)
Company: Telephone Company of Trinidad & Tobago.
From: 1987 to 1991
During a sixteen (16) month period, the facility maintenance operations in eastern Trinidad & Tobago were streamlined. Established job card system and help desk administration.

Title: Senior Project Engineer (Properties Dept.)
Company: Telephone Company of Trinidad & Tobago (Telco).
From: 1983 to 1986
Project managed the construction and establishment of all the facilities associated with the Mausica and Santa Rosa telephone exchange. Installed standby generators and associated switchgear in several telephone exchanges in Trinidad & Tobago.

Title: Electrical Engineer
Company: Trintoplan Consultants Ltd.
From: 1983 to 1986
Developed of electrical engineering and project management expertise working on I.S.C.O.T.T.'s DR2 plant, S.P.O.T.T.'s steel coil straightening plant, WASA's Water Treatment Plant (North Oropuche & Northern range Valley) and the Malabar 2200 Housing development Phase 2 projects.

Professional Development

DBA Doctoral Student (Mobile Payment research) - ALJGSB – UWI St. Augustine – 2016 to Present

MBA (Heriot-Watt) - 2009

Post-Graduate Diploma in Electrical & Computer Engineering – Communications (U.W.I.) - 2005

BSc. Electrical Engineering (Upper 2nd Class Hons. U.W.I.) – 1981

Registered Professional Engineer - Board of Engineering Trinidad & Tobago (BOETT) - 1989 to present

Fellow and Member of the Association of Professional Engineers of Trinidad & Tobago (APETT) - 1988
to present

Teacher Registration – 1989

SBCS – Train the Trainer Program – 2007