

KRISTIAN RICHARDS

Santa Cruz, Trinidad and Tobago

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PROFESSIONAL SUMMARY

Motivated and detail-oriented IT professional with hands-on experience in cloud services, data analysis, and IT support. Proficient in various coding languages, AWS, Power BI, and document management systems, with a proven ability to optimize workflows, enhance communication, and strengthen IT security. Adept at collaborating with cross-functional teams, both locally and internationally, to deliver scalable solutions that improve efficiency, productivity, and user experience. Eager to contribute technical expertise and grow within a dynamic IT environment.

CORE COMPETENCIES

- Web Application Development
- User Interface and User Experience Design
- Software Development (C, C++, Java, Python)
- Digital Transformation
- Business Intelligence and Data Analytics
- Process Improvement
- Workflow and System Automation
- AWS Cloud Integration

EXPERIENCE

I.T Project Intern – Massy Ltd

August 2024 - Present

- Configured and optimized AWS services (Amazon Pinpoint, IAM, Kinesis, Glue, and Athena) to strengthen communication workflows and align with IT security standards.
- Designed and developed interactive Power BI dashboards and reports leveraging AWS data, delivering insights that improved communication strategies.
- Supported the implementation of a document management system for Massy Trinidad and Barbados, enhancing disaster recovery readiness, improving productivity, strengthening security, and streamlining workflows.
- Provided IT support for the Wellness application, ensuring seamless user onboarding and timely resolution of support requests within established timelines.
- Collaborated with project stakeholders to optimize workflows and processes, improving onboarding efficiency, strengthening communication, and enhancing IT security.
- Automated data transformation and analysis using AWS Glue and Athena, reducing manual reporting time and improving accuracy.

- Implemented role-based IAM access controls to enhance security and ensure compliance with organizational policies.
- Worked with cross-functional teams to translate business requirements into scalable cloud and reporting solutions.

Internship – First Citizen Bank

May 2022 – June 2022

- Contributed to application update cycles by executing thorough testing and identifying potential issues, ensuring smooth and error-free feature deployments.
- Coordinated with international vendors to implement application updates, facilitating seamless feature integration across multiple teams.
- Strengthened analytical and problem-solving abilities by designing and executing effective test cases to improve software quality.
- Enhanced collaboration and teamwork by actively engaging with cross-functional teams to complete projects efficiently and resolve technical challenges.
- Refined presentation and reporting skills through delivering structured weekly progress updates and actionable insights to stakeholders.

EDUCATION

BSc in Computer Science - University of the West Indies

2023

First Class Honors

CAPE - Trinity College, Moka

2020

Passes include Computer Science, Applied Mathematics

CERTIFICATES

Public Speaking and Voice Training

2024

REFERENCES

Upon Request