Wafiq Harris-Ashby

#3A Clover Crescent, Welches, Saint James, Barbados
wafiq.harris-ashby@outlook.com
+1 (246) 266-9594

PROFESSIONAL SUMMARY

IT professional with over 10 years of experience delivering innovative technical solutions and strategic leadership. Skilled in resolving complex hardware, software, and network issues, with a strong background in cybersecurity and IT management and a proven history in streamlining operations, enhancing user experiences, and driving business success. Currently advancing my ability with a BS in Computing and multiple certifications in Cybersecurity and IT Management.

KEY SKILLS

Programming & Development
- **Languages:** Java, C++, JavaScript, SQL, Kotlin, PHP
- **Development:** Web (HTML5, CSS, Bootstrap, Node.js, Angular, React), Mobile (Android: Java, Kotlin)
- **Version Control:** Git, GitHub

Data Analytics
- **Databases:** MySQL, PostgreSQL, SQL Server, MongoDB
- **Analytics & Visualization:** Excel (advanced formulas, pivot tables, VBA), Power BI, Tableau

DevOps
- **Containerization:** Docker, Kubernetes
- **CI/CD Tools:** GitHub Actions, Travis CI
- **Automation:** Bash scripting, PowerShell

Cybersecurity & Networking
- **Security Tools:** Wireshark, Nmap, PRTG Network Monitor, Sophos
- **Protocols & Standards:** TCP/IP, HTTP/HTTPS, DNS, VPN, SSL/TLS, OAuth2, SAML, IPSec, SSH
- **Network Management:** Fortinet FortiGate, pfSense, OpenVPN, HA-Proxy
- **Compliance & Governance:** GDPR, HIPAA, PCI DSS, ISO/IEC 27001, NIST Cybersecurity Framework
- **Identity & Access Management:** Active Directory, IDS/IPS, Least Privilege enforcement

Project & Workflow Tools
- **Project Management:** MS Project, Planner, Jira
- **Collaboration:** Slack, Microsoft Teams
- **Documentation:** Markdown, SharePoint, Google Sheets
- **Agile/DevOps Practices:** Scrum, Kanban, CI/CD Pipelines, Shift Left

EXPERIENCE

System Analyst, CIBC Caribbean, July 2025 – January 2026
Responsible for leading, planning, and analyzing complex business requirements and implementing technology enabled
solutions to address multi-faceted business opportunities and challenges.

- Worked closely with Deficiency Acceleration and Risk Remediation teams.
- Developed automated frameworks for risk analysis and reporting.
- Assisted with implementation of AIOps to support management of banking applications.
- Provided rapid first-level support to end-users for hardware, software, and network issues.
- Documented support activities, including the nature of problems and their resolution.
- Performed routine maintenance tasks on computer systems and networks.
- Worked closely with other IT team members to resolve complex issues.
- Collaborated with other departments to understand their IT needs and provide appropriate solutions.

IT Support Analyst, Bryden Stokes Ltd., September 2024 – March 2025
Reported to the Sector Head for IT and the CFO while providing Tier1 Support to 300-400 employees.

- Provided rapid first-level support to end-users for hardware, software, and network issues.
- Diagnosed and troubleshooted technical issues, including account setup and network configuration.
- Resolved issues related to operating systems, software, and hardware within 2-5 minutes.
- Documented support activities, including the nature of problems and their resolution.
- Performed routine maintenance tasks on computer systems and networks.
- Provided training and guidance to users on software applications and IT processes.
- Worked closely with other IT team members to resolve complex issues.
- Collaborated with other departments to understand their IT needs and provide appropriate solutions.

General Manager, Point Solutions Inc., June 2017 – March 2024
Responsible for technical leadership, project management, security compliance, solution architecting and Tier4 support.

- Mentored IT team and provided one-on-one coaching to team members when necessary.
- Developed data security and retention solutions for clients based on legal requirements.
- Provided technical consultation to clients regarding best practices for the implementation and use of hardware and software solutions.
- Provided consultation on organizational structure and training procedures to obtain and maintain high operational efficiency.
- Co-ordinated upgrade and maintenance services of network infrastructure for clients.
- Developed WAN & VPN based solutions for multi-site communication and external users.
- Developed network access and protection policies for clients.

IT Consultant, Caribbean Institute for Meteorology and Hydrology, April 2010 – August 2016
Responsible for application development and database management; provided Tier1 support.

- Developed and maintained web-based applications.
- Provided first-level support to end-users for hardware, software, and network issues.
- Performed daily systems and network administrative tasks.
- Worked closely with other IT team members to resolve complex issues.
- Worked closely with other staff in the development and automation of data modelling products for online access.

EDUCATION
Edinburg Napier University
BS Computing

PROFESSIONAL CERTIFICATES
University of Illinois Urbana-Champaign
Strategic Leadership and Management Specialization

Kennesaw State University
Managing Cybersecurity

InfoSec
Certified Information Systems Security Professional (CISSP)

ISC²
Systems Security Certified Practitioner (SSCP)
Certified in Cyber Security

IBM
Cybersecurity Specialist
Cybersecurity Analyst
Cybersecurity Compliance Framework, Standards & Regulations

CISCO
Ethical Hacker
Endpoint Security
Computer Hardware Basics

Google
Google Data Analytics
Google IT Support

REFERENCES
1. Bryden Stokes Ltd.
Mr. Allan Haynes
Chief Financial Officer
Phone: (246) 431-2600

2. Caribbean Institute for Meteorology and Hydrology
Dr. David Farrell
Principal
Phone: (246) 425-1362

3. Sagicor Barbados
Mr. Louis Lynch
Systems Administrator
Phone: (246) 268-6042