

Wafiq Harris-Ashby

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

PROFESSIONAL SUMMARY

IT professional with 15+ 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. Proven ability to streamline operations, enhance user experiences, and drive business success. Currently advancing my expertise with a BS in Computing and multiple certifications in cybersecurity and IT management.

KEY SKILLS

- | | | |
|------------------------------------|---------------------|-----------------------|
| ✓ IT Team Leadership | ✓ Cybersecurity | ✓ Technical Strategy |
| ✓ Systems & Network Administration | ✓ Access Management | ✓ Technical Support |
| ✓ Consulting | ✓ POS & ERP | ✓ Helpdesk Operations |

EXPERIENCE

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 (Expected Completion: December 2025)

CERTIFICATES

University of Illinois Urbana-Champaign

Managing the Organization

Designing the Organization

Leading Teams: Building Effective Team Cultures

Leading Teams: Developing as a Leader

ISC²

Systems Security Certified Practitioner (SSCP)

Certified in Cyber Security

IBM

Cybersecurity Analyst

Cybersecurity Compliance Framework, Standards & Regulations

CISCO

Ethical Hacker

Endpoint Security

Computer Hardware Basics

Google

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