

Wafiq Harris-Ashby

WORK EXPERIENCE

Bryden Stokes Ltd.

IT Support Analyst (September 2024 – March 2025)

- Provided first-level support to end-users for hardware, software, and network issues.
- Responded to support requests in a timely manner and documented resolutions.
- Diagnosed and troubleshooted technical issues, including account setup and network configuration.
- Resolved issues related to operating systems, software, and hardware.
- Maintained a high level of customer satisfaction by providing prompt, efficient, and courteous service.
- Created and maintained documentation for IT support processes and procedures.
- Documented support activities, including the nature of problems and their resolution.
- Performed routine maintenance tasks on computer systems and networks.
- Installed, configure, and update software and hardware components.
- Provided training and guidance to users on software applications and IT processes.
- Developed user manuals and training materials as needed.
- Worked closely with other IT team members to resolve complex issues.
- Collaborated with other departments to understand their IT needs and provide appropriate solutions.

Point Solutions Inc.

General Manager [IT] (June 2017 – March 2024)

- Implemented and maintained data management solutions.
- Managed internal and external psi.bb domain.
- Provided technical assistance and 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
- Implemented WAN based solutions for site-to-site communication.
- Implemented VPN based solutions for external users.
- Implemented network access and protection solutions for clients.
- Implemented email-based reporting solutions for clients and technical support personnel.

Caribbean Institute for Meteorology and Hydrology

IT Consultant (April 2010 – August 2016)

- Developed and maintained web-based applications
- Maintained the internal and external cimh.edu.bb domain which included:
 - DNS routing and management.
 - Active Directory and LDAP services which were extended into the existing Linux environment.
 - User level access and resource management through access control lists (ACLs) and virtual private networking (VPN).
 - Print and document management services.
 - Management of email services.
- Provided first-level support to end-users for hardware, software, and network issues.
- Diagnosed and troubleshooted technical issues.
- 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

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EDUCATION

Edinburg Napier University

BS Computing

- Final Year -In progress (Expected Completion: December 2025)

CERTIFICATES

CISCO

Ethical Hacker

Endpoint Security

Computer Hardware Basics

ISC²

Certified in Cyber Security

IBM

Cybersecurity Analyst

Cybersecurity Compliance Framework, Standards & Regulations

Google

Google IT Support

Barbados Vocational Training Board

Computer Applications

SKILLS

- Hardware and Software Troubleshooting
- Network Configuration and Maintenance
- Active Directory and LDAP Management
- DNS Routing and Management
- VPN and WAN Implementation
- IT Support and Helpdesk Operations
- Data Management Solutions
- Email Services and Reporting Solutions
- Web-Based Application Development
- Operating System Installation and Configuration

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

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