

Kevin Sangare Kalou

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EDUCATION

Georgia State University (GSU)

Aug 2019 – Dec 2022

Atlanta, GA

Bachelor of Business Administration

Major: Computer Information Systems, Finance

GPA: 3.49

International University of Grand-Bassam (IUGB)

Sept 2017 – May 2019

Atlanta, GA

Bachelor of Science

Major: Computer Sciences

GPA: 4.03

WORK EXPERIENCE

Georgia State University

Jan 2020 - Aug 2020

Atlanta, GA

Cybersecurity Work Study - Student Assistant

- Supported proactive risk management planning and activities essential to reducing business and IT risks.
- Assisted in maturing cybersecurity awareness for our sizeable, diverse community.
- Assisted professionals with research to identify Security solutions, policies, and practices that support the goals and objectives defined in the Information Security Annual plans and Information Security Management System.
- Assisted Cybersecurity professionals with the support of the Georgia State University Cyber Security program in determining tools and procedures required to preserve, collect, and analyze electronically stored information (ESI) in a forensically sound manner.

OPES Holding, S.A

Jun 2017 - Aug 2017

Abidjan, Lagunes

Intern

- Collaborated with the finance team to evaluate business performance for YY quarters, analyzing KPIs including revenue growth, net income & cost/benefit of projects.
- Identified potential areas for improvements by developing YY financial models & conducting thorough profitability analyses over 5X timescales.
- Launched a LinkedIn engagement strategy to build the company's presence in a professional network, resulting in over 3K followers and 50M post impressions.

Orange, S.A

Mar 2015 - Apr 2015

Abidjan, Lagunes

Intern

- Delivered expertise to customer internet service inquiries, leading to a resolution rate of 95% and a customer satisfaction score of 8.8 out of 10.
- Collaborated with a sales rep to identify the top 200 customers & develop personalized solutions, meeting 100% of customer needs within 48 hours.
- Monitored customer experience feedback, proposing & executing solutions leading to a customer satisfaction rating of 95%.

PROJECT EXPERIENCE

City of Decatur

Aug 2022 - Dec 2022

Decatur, GA

Alexa Skill Back-end Developer

- Developed & troubleshooted multiple back-end functions of the Alexa skill, yielding 95% accuracy in providing requested information on permits.
- Collaborated with schoolmates to provide users with a wide range of API responses & data on municipality permits, increasing user retention by 20%.
- Programmed various features using the AWS and Alexa Developer Console, enabling a 70% successful use cases rate across queries by customers.

LEADERSHIP EXPERIENCE

IUGB Student Government Association

Sep 2018 - Mar 2019

Abidjan, Lagunes

Event Co-Ordinator

- Organized over ten events for 500 student attendees, increasing student engagement by 24%.
- Developed event budgets for 5+ events totaling \$5K, primarily reducing costs through strategic leveraging of university resources.
- Created management processes that facilitated quick & seamless event execution from pre-planning to post-a follow-up and improved efficiency by 33%.
- Offered ideas related to visits from U.S. and Canada Universities in Ivory Coast.
- Organized & administered 3-day discovery expeditions for 30 participants in Yamoussoukro & Takoradi.

SKILLS & INTERESTS

- **Technical:** Python, R, HTML, Java, Tableau, Git, MS Project, Microsoft Excel, Node.js, AWS, SQL, Data Analysis
- **Languages:** Fluent French, Fluent English
- **Interests:** Basketball, Football, Gym, Cars, Traveling