

Charles Degboe

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IT INTERN CYBERSECURITY PROGRAMMING FULL-TIME JOB SEEKER

Education

University of Louisville, Louisville, KY

Expected Graduation: May 2025

Bachelor of Science in Business Administration, Computer Information Systems

- Double Major: Cybersecurity and Business Process Management
- Cumulative GPA: 3.8

Technical Skills

- **Programming Languages:** C#, SQL, HTML
- **Cybersecurity Skills:** Basic network security, Introduction to firewalls, Intrusion detection and prevention, Ethical hacking fundamentals, Understanding of encryption and cryptography
- **Database & Software:** Microsoft Excel (Certified), Microsoft Access, SQL Server, Visio
- **Operating Systems:** Windows Server, Linux, UNIX
- **Project Management:** Agile methodologies, Systems Development Life Cycle (SDLC)
- **Languages:** English (Fluent), French (Proficient), Ewe (Proficient)

Experience

ADP, Louisville, KY

February 2025 - Present

OneADP Spring 2025 Intern

- Collected and analyzed workforce efficiency data using Excel, focusing on speed metrics to evaluate and improve operational performance.
- Developed data-driven insights on workforce movement and productivity trends, assisting leadership in decision-making.
- Created visual reports and dashboards to track key performance indicators (KPIs) related to workforce efficiency and process improvements.
- Identified trends and inefficiencies in employee workflows, contributing to enhanced workforce optimization strategies.
- Collaborated with cross-functional teams to present findings and recommend actionable solutions to improve workforce operations.

UPS, Louisville, KY

April 2024 – Present

Package Handler

- Collaborate with a team to handle over 2,000 packages daily, achieving a 99% accuracy rate in sorting and loading.
- Improved package handling efficiency by implementing new procedures, reducing package damage by 15%.
- Work third shift while attending school to fund education.

Walmart, Louisville, KY

June 2020 – June 2024

Entertainment Associate

- Provided excellent customer service to over 100 customers daily, leading to a 20% increase in customer satisfaction scores.
- Managed inventory for over 1,000 entertainment products, maintaining a 95% stock level accuracy rate.
- Contributed to a 12% increase in department sales through effective upselling of promotional items.

Awards & Honors

- **Dean's List:** Fall 2023, Spring 2024, Fall 2024
- **AASE (African American Student Excellence) Award:** Spring 2023
- **National Honor Society:** Fall 2022