

Issouf Diarrassouba

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EDUCATION

The George Washington University

Bachelor of Science in Computer Science

Awards: Dream It Real Scholarship Fund, University & Alumni Award

Washington D.C.
Graduated May 2025

TECHNICAL SKILLS

Programming Languages: Java | Python | C | Swift | SQL | Kotlin | R

Frameworks, Tools & Systems: Salesforce | AWS | AI | DynamoDB | GitHub | MySQL | Python | Flask | Cisco Meraki | Toast POS | Datto RMM | MDM

Tools & Certifications: Git | Github | Linux | Replit | Coursera Google Data Analytics | Coursera Google IT Support

Languages: Fluent in English and Spanish (NYC Seal of Biliteracy)

PROFESSIONAL EXPERIENCE

Just Salad | Technology Intern | New York, N.Y.

September 2025 - Present

Core IT & Systems Support:

- Configure and maintain store technology across multiple East Coast locations (**NY, MA, Chicago, DC**), including PCs, **Cisco Meraki**, **Kandji**, and **Datto RMM** devices.
- Partnered with store managers and regional leaders to identify technology needs and provide clear, timely solutions, improving internal client satisfaction and operations.
- Troubleshoot **POS**, ticketing, and surveillance systems, ensuring secure and efficient store operations.
- Collaborate with **IT Operations** to streamline onboarding, monitor devices, and improve overall system reliability.

AI & Process Automation Initiative:

- Spearheading an **AI-driven analysis project** using **Gemini AI** to examine **Freshservice** ticket data and identify automation opportunities.
- Developing insights on repetitive issues, response delays, and workflow bottlenecks to recommend **AI-assisted automations** within Freshservice.
- Implemented **AI-informed** workflow improvements, reducing manual workload and improving resolution speed.

The Opportunity Network | Data Analyst Intern | New York, NY (Hybrid)

June 2021 - August 2023

- Collaborated** with the SSPO team to host 3 workshops for **50+ high school students**, with **90% reporting** increased networking confidence.
- Conducted** data analysis using Excel and pivot tables to propose actionable insights for OppNet Faculty, optimizing student support strategies.

TECHNICAL PROJECTS

HouseMatch | Backend | Capstone Project | iOS Rental App | Swift & NOSQL

November 2024 - May 2025

- Implemented **token-based authentication**, enhancing system security and user experience.
- Developed reliable **API integration** for retrieving and validating property data, enabling search and filtering.
- Optimized backend infrastructure for **high concurrency, scalability**, and seamless real-time data handling by utilizing the Vapor framework, enhancing system performance and reliability.

Personalized Housing Price Predictor | ML & Backend | Python, Flask, Scikit-learn

January 2025 - May 2025

- Designed and deployed a Flask backend with RESTful APIs and machine learning models (custom L2-regularized regression) to improve prediction accuracy and personalize housing recommendations.
- Ensured secure input validation and integrated data pipelines for **real-time model inference and response**.

University Management | Full Stack | Python Flask, HTML, CSS, SQL

January 2023 - May 2023

- Developed a **user registration system** with an approval workflow, enabling authorized personnel to accept or reject student registrations, with decisions displayed upon user login.

LEADERSHIP & PROFESSIONAL DEVELOPMENT

National Society Of Black Engineers (NSBE) | Senator | Washington D.C.

April 2024 - Present

- Coordinated with regional directors and attended meetings to ensure alignment with national and regional goals.

Math Matters | Lead Tutor | Washington, D.C.

January 2022 - May 2025

- Mentored middle school students by designing and delivering engaging math lessons that simplified complex concepts and fostered strong relationships through clear communication and leadership.

The Opportunity Network | OppNet Fellow | New York, NY (Hybrid)

June 2019 - May 2025

- Selected as one of 160 for an intense enrichment program for students of underserved groups and low-income.