AMADOU BAH

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E D U C A T I O N

Bachelor of Technology, Cybersecurity
State University of New York at Cobleskill, Cobleskill, NY

E X P E R I E N C E

Security Analysis

Bank of Richmondville | cobleskill ny   Oct 2023 - Present

- Faced with the challenge of non-uniform computer usage skills across departments, orchestrated a tailored assistance program, directly tutoring 50+ employees, which led to a 30% reduction in IT support tickets.
- Addressed the inefficiency in tracking issued hardware at the Bank, developed a structured issuing and documentation process, resulting in proper accountability for 100% of banking hardware assets.
- Realizing the critical importance of disaster preparedness, aided in the revision and testing of recovery protocols, which enhanced the Bank's resilience by preparing systems to withstand and recover from disruptions with minimal downtime.
- Tasked with regulatory compliance for software and hardware, documented lifecycle processes, and secured proper authorization for CISO/IT Assure, leading to a 100% compliance rate with internal and external audit requirements.

Tech Committee Member

Suny Cobleskill | 106 Suffolk Cir, Cobleskill, NY 12043   Jan 2023 - Present

- Identified gaps in the current technology policy, led a series of workshops to design comprehensive tech strategies, resulting in a 25% increase in policy efficiency and alignment with institutional goals.
- Confronted with fiscal inefficiency in technology spending, implemented robust financial tracking and vendor negotiation tactics, resulting in a 15% budget surplus.
- Charged with optimizing tech funding across various programs, devised a strategic voting mechanism that redistributed allocations, delivering a 35% improvement in technology-driven learning outcomes.

IT Desktop Support / Help Desk Tier 1

Suny Cobleskill | 106 Suffolk Cir, Cobleskill, NY 12043   Aug 2022 - Present

- Addressed a pattern of recurring account issues by developing an expedited support process, resulting in a 40% improvement in response times and increased user satisfaction.
- Capitalized on Team Dynamix's capabilities to systematize user issue management, resulting in a 10% uplift in ticket resolution accuracy and user satisfaction metrics.
- Resolved complex software and hardware issues through telephonic troubleshooting, achieving a 35% reduction in repeat calls.
- Addressed intricate software and hardware challenges, specializing in Mac systems, via telephone troubleshooting

Security Analysis Intern

Security Analysis Intern | 106 Suffolk Cir, Cobleskill, NY 12043   May 2023 - Aug 2023

- Addressed the high risk of software vulnerabilities by initiating robust scanning protocols to identify and neutralize threats, enhancing the organization's threat response rate by 40%.
- In response to prevalent phishing schemes, orchestrated an educational campaign and real-time monitoring system that diminished phishing susceptibility by 50% among end-users.
- Confronted with frequent Microsoft 365 security alerts, tailored an accelerated investigative protocol, promptly addressing incidents and improving mitigation time by 40%.
- Charged with future-proofing campus technology, collaborated on the development of long-term security strategies, ensuring a scalable framework that decreased vulnerability exposure by 30%.

Q U A L I F I C A T I O N S

- PowerShell , Azure, Ticketing Systems, Help Desk Support, Active Directory
- Customer Service, Telecommunications, Computer Repair, Technical Support