

ADAM MOCTAR YAHOUZA BOUBE

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EDUCATION

TOWSON UNIVERSITY

Bachelor of Science in Information Technology

Towson, MD

Expected May 2026

Coursework: System Administration, Applied Network Security, Cybersecurity Risk Management, Computer Science, Scripting Languages, Information Systems & Technology, Network & Security Practicum

SKILLS

Programming Languages: PowerShell, C++, Python, Java, SQL, JavaScript

Operating Systems: Windows 10/11, Linux, macOS

Networking: TCP/IP, DNS, VPN, Wi-Fi Configuration, Network Troubleshooting, Wireshark

Virtualization & Tools: VMware, Cisco Packet Tracer

Certifications: Google Cybersecurity Certificate

Soft Skills: Communication, Customer Service, Troubleshooting

Languages: English, French

PROJECTS

USABILITY STUDY

Sep 2025 - Oct 2025

- Conducted a usability testing study on a software interface by designing task flows, instructing participants, and coordinating observers to assess end user interactions and system functionality.
- Analyzed interaction data using observations, questionnaires, and session recordings to identify system issues, user errors, and behavior patterns requiring troubleshooting.
- Compiled findings into a detailed technical report and gave recommendations to improve system performance, user experience, and interface accessibility to ensure accurate documentation.

ACCESSIBILITY STUDY

Nov 2025 - Dec 2025

- Performed an accessibility evaluation of an interface using WCAG 2.1 standards, reviewing structure, navigation flow, and visual presentation to identify configuration issues.
- Identified accessibility defects including contrast, keyboard navigation failures, and assistive technology incompatibilities requiring system remediation.
- Analyzed user interaction behavior and system responses to isolate causes, support troubleshooting, and recommend the corrective actions to improve accessibility and reliability.

ENTERPRISE NETWORK DESIGN (CAPSTONE PROJECT)

Apr 2025 - May 2025

- Designed an enterprise network architecture supporting multiple departments and locations, implementing VLAN's, and IP addressing to ensure efficient traffic management.
- Configured routers, switches, and access controls to support connectivity, internal services, and control network access across systems.
- Planned and documented network services including DNS, web services, and secure WAN connectivity to support system availability and scalability.
- Produced network diagrams and technical documentation outlining topology, schemes, and configurations to support maintenance and troubleshooting.

ACTIVE DIRECTORY HOME LAB

Apr 2025 - May 2025

- Configured a Domain Controller and deployed Active Directory for users, devices, and policy management.
- Created and administered user accounts, enforced password policies, and applied security standards to protect domain resources.
- Maintained user groups to enable role-based access control and streamlined administrative tasks using Group Policy.
- Joined client VMs to the domain to ensure consistent authentication, profile management, and the ability to access across all devices.

EXPERIENCE

DICKS SPORTING GOODS

Frederick, MD

Customer Service Specialist

Nov 2024 – May 2025

- Assisted customers by identifying needs, explaining product options, and resolving issues to ensure accurate solutions and positive service experience.
- Promoted and processed store credit card applications and protection plans to the established procedures and maintained compliance with company policies.
- Addressed customer concerns, and transactions issues, while maintaining accurate transaction records and system entries to support order processing, account accuracy, and efficient operations.

GIANT EAGLE

Frederick, MD

Customer Service Associate

Nov 2021 – May 2024

- Operated point of sale systems to process transactions, ensure accurate cash handling, and maintain compliance with operation policies.
- Provided user support, assisting customers with inquiries, product information, and troubleshooting payment or account issues to improve satisfaction.
- Collaborated with team members to maintain workflow efficiency and enforce store procedures while training new members on system operations, and the best customer service practices.