

# 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

### DICK'S 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.