Adam Boubé

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EDUCATION

Towson University   **Towson, Maryland**
Bachelor of Science in Information Technology   *Expected Graduation, May 2026*
- Related Coursework: System Administration, Network & Security Practicum, Cybersecurity I, Scripting Languages, Information Systems & Technology, Cybersecurity Risk Management, Applied Net Security.

TECHNICAL SKILLS

- **Programing Languages:** PowerShell, C++, Python, Java, SQL, JavaScript
- **Operating Systems:** Windows 10/11, Linux, macOS
- **System Administration:** Active Directory, Group Policy, Windows Server
- **Networking:** TCP/IP, DNS, VPN, Wi-Fi Configuration, Network Troubleshooting, Wireshark
- **Virtualization & Tools:** VMware, Cisco Packet Tracer
- **Certifications:** Google Cybersecurity Certification
- **Soft Skills:** Communication, Customer Service, Troubleshooting
- **Languages:** English, French

PROJECTS

Usability Test   *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.

Active Directory User/Group Management   *Apr 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

Giant Eagle   **Frederick, Maryland**
Customer Service Associate   *Nov 2021 – May 2025*
- Operated point of sale systems to process transaction, 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.