

# SOW MAMADOU ALPHA

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## ➤ EDUCATION

06/2016 - 05/2020	<b>New York City College of Technology</b> <i>B. Tech in Computer Systems Technology - Network Security Administration</i>	Brooklyn, NY
01/2009 - 06/2012	<b>University Gamal Abdel Nasser</b> <i>BS in Mathematics – Mathematics Applied</i>	Conakry, Guinea

## ➤ SKILLS

### Office Tools:

- MS Office (Word, Excel, Access, Power Point)
- Project Management and MS Project
- Qualitative and Quantitative Analysis of data and statistics
- Google Suite Administration
- Genius analytical, problem identification, and creative problem-solving abilities

### Hardware and Software:

- Mastery of basic computer software
- Computer Hardware Architecture and operating systems
- Software Engineering Tools with Python.
- VMWare, VMWare Sphere and windows hypervisor
- Knowledge in Cloud Computing, AWS management tools.
- Knowledge in Network Security threats, intrusions, attacks tools: (Kali Linux, Metasploit table 2, Wireshark...)

### Programing Languages and software:

- C SHARP, JAVA, Visual Studio Code, Python and bash/shell in Linux

### Network Computers Technology:

- Windows PE and Windows deployment System
- Windows Server 2016 Management
- Apache Server
- Active Directory Domaine and DNS management
- PowerShell and Mac Terminal
- Knowledge in Web Server, DNS, IIS, XAMP, MAMP
- TCP/IP, DHCP, LAN, VLAN, WAN and Internet connectivity
- Configuring Cisco Router and Switch
- AWS VPC, API Gateway, AWS Migration Tools.

## ➤ CERTIFICATIONS

01/2021	AWS Fundamental Specialization Certificate	AWS
12/2020	Google Information Technology Support Professional Certificate	Google
11/2020	Software Engineering Virtual Experience	JP Morgan Chase & Co
04/2020	Digital Accessibility & Accessible Content Creation Certification	NYCDOE
02/2019	Leadership Training Certification	NSLS
01/2017	Security Guard Certifications	Star Security
12/2011	Associational Life Training Certification	UGANC
06/2011	Project Management and Technical communication	UGANC

## ➤ PROFESSIONAL EXPERIENCES

01/2019 - 12/2020	<b>New York City Department of Education</b> <b>Information Technology Support Intern</b>	Brooklyn, NY
<ul style="list-style-type: none"><li>• Setting up of new computers equipment in classrooms and offices and install software</li><li>• Ensure that LCD projectors, smart boards, and others related audio/video equipment are functioning</li><li>• Troubleshoot hardware and software problems</li></ul>		

- Configure wireless devices to access DOE network
- Maintain classroom servers and technology equipment inventory
- Monitor equipment and work with Help Center to ensure timely repair

11/2019 - 04/2020      **Cypress Hill Local Development Corporation -CHLDC**      Brooklyn, NY  
**Information Technology Support Assistant**

- Provide “Help Desk or In-Person” technical assistance to end users
- Assist with system updates and monitoring of computer equipment for proper operation
- Responsible for CHLDC Ticket System. Prioritizing requests via the CHLDC Ticket System and Respond to technical support requests (tickets) from departmental staff within two (2) business days of receipt
- Create, upon request, analysis ticket reports
- Cover IT Department when IT Manager is not in.

10/26/2019      **Sunnyside Shines BID Street Tree Care**      Queens, NY  
**Volunteer**

- Assist in trees care street
- Remove weeds around trees
- Mulch the area around the trees
- Plant tree along the Queens Library
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05/2017-Present      **Winfield Security Corporation**      New York, NY  
**Security Officer**

- Supervision of video recorded camera
- Overwatch for fire in the buildings/shelters
- Securing working area and closet/electrical room
- Supervising Security alarm for smoke and fire.

08/2014-03/2015      **Technical Office of Rural Engineering**      Mamou, Guinea  
**Intern at “National Program of Support to Actors of the Agricultural Sector” (PNAFA)**

- Monitored and evaluated projects with supervisor
- Planned activities with MS Project
- Updated Database for Construction Company
- Calculated Estimative quotation for the projects

01/2014-08/2014      **NGO “The Friends of the Future”**      Conakry, Guinea  
**Information Technology Chairperson**

- Supervised a group of 10-15 staff on commission
- Planned formation for the members of the commission
- Led the team of the commission’s projects
- Coordinated Missions and established mission report
- Used MS Project for the commission’s activities

➤ **LANGUAGES**

Trilingual in English, French, Pular