

Ahmadou Sy

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Summary

Bilingual IT and cybersecurity graduate with a 4.0 GPA from both Wilmington University (Master's in Information Systems Technology - Information Assurance) and Seneca Polytechnic (Business Information Technology). Recipient of the Wilmington Graduate Academic Award. Skilled in cybersecurity, data analysis, IT support, and cloud technologies. Recognized for a strong work ethic, adaptability, and collaborative problem-solving across diverse technical environments. Fully fluent in French and English, with a focus on delivering secure, scalable, and user-centered IT solutions.

Technical Skills

Programming: JavaScript | Python

Frameworks: Express.js | React | Django

Operating Systems: Linux (Ubuntu – Kali) | Windows | MacOS

Security Tools: Nmap | Burp Suite | SQLMap | Malware Analysis

Databases: SQL Server | PostgreSQL | MySQL | MongoDB

Cloud: AWS | Azure

Data Analysis: Tableau | Excel

Collaboration Tools: Git | JIRA | Slack

Other Skills: Agile Support | Data Modeling | Database Administration

Languages: French | English | Bambara

Education

Seneca Polytechnic – Ontario Graduate Certificate in Business Information Technology
Toronto, Ontario, Canada

April 2025

- GPA: 4.0 | Focus: Cloud solutions, programming, and networking.
- Hands-on experience through enterprise projects and IT work term.

Wilmington University - Master of Science in Information Systems Technology (Information Assurance)
Wilmington, Delaware, USA

May 2022

- GPA: 4.0 | College of Technology Graduate Academic Award.
- Specialized in ethical practices, IA policy, system security in Windows/Linux/Virtual environments.

Wilmington University - Bachelor of Science, Computer Science
Wilmington, Delaware, USA

May 2020

- GPA: 3.77 | Dean's List and Honor Roll.

Rowan College At Burlington County - Associate of Science, Business Administration
Mount Laurel, New Jersey, USA

May 2018

- Dean's List and Honor Roll with a 3.5 GPA

Professional Experience

Professional Tutor - Math and Computer Skills

Wilmington University, New Castle - Delaware

March 2019 – June 2023

- Tutored students one-on-one in math and computer skills, improving GPA outcomes.
- Developed customized study materials and exam preparation resources.
- Supported students in achieving academic goals, with an average exam score of 90%.

Bilingual IT Support Assistant

Wilmington University, New Castle - Delaware

September 2018 – May 2022

- Delivered L1 technical support for classrooms and campus facilities, setting up devices, projectors, and computers.
- Provided bilingual (French and English) assistance to students and faculty for account setup, password resets, and software troubleshooting.
- Monitored classroom IT setups to ensure systems were functional before lectures.
- Translated technical documentation between English and French to improve accessibility.

UI/UX Designer & Digital Illustrator

February 2018 - July 2021

Self-Employed — Remote

- Designed web and mobile graphics optimized for user experience and performance across platforms.
- Created UI mockups, technical illustrations, and marketing assets using Adobe Creative Suite and Procreate.
- Customized layouts, typography, and visuals based on client requirements and UX best practices.

Data Analyst Intern

December 2019 - February 2020

SEMA-SA – Bamako, Mali

- Analyzed sales data and provided insights that increased construction pricing in key markets.
- Developed Excel reports to monitor sales trends and flag suspicious transactions.
- Modeled data to predict future trends and supported business decision-making.

Help Desk Technician

August 2015 - May 2018

Rowan College at Burlington County - Mount Laurel, NJ

- Delivered Level 1 support for software, hardware, and network issues via an internal ticketing system.
- Managed Active Directory accounts, including user setup and password resets.
- Supported email, network, and system maintenance across campus IT infrastructure.
- Maintained security of confidential computer networks and databases.

Certifications

- Certificate in Web Applications Development - Wilmington University
- Management Information Systems Certificate - Wilmington University
- TEF Canada (Test d'Évaluation de Français) level C2/C1
- CompTIA Security+ (SY0-701) - In Progress | CompTIA Linux+(XK0-005) - In Progress