

# 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 College – 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

- 4.00 GPA | 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

- 3.77 GPA | 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.

**Freelance 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