Chardonel Guillaume

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SUMMARY

Cybersecurity student with CompTIA Security+ and Network+, transitioning from 3+ years as a UPS driver trusted with secure deliveries, chain-of-custody accuracy, and incident escalation in high-pressure environments. Building hands-on experience with network troubleshooting, Windows/Linux, ticketing workflows, AD basics, SIEM fundamentals, and tools like Wireshark and Nmap. Targeting entry-level IT support or security roles while completing A.S. in Cybersecurity Operations.

TECHNICAL SKILLS

Networking & Security Tools: Wireshark, Nmap, Cisco Packet Tracer (lab use), Endpoint Detection & Response (concepts), system monitoring (basic awareness)

Operating Systems: Windows 10/11, Linux (CLI basics), Active Directory (basic familiarity), Ticketing Systems ServiceNow/Jira (basic familiarity)

Cybersecurity Knowledge: Security awareness, Risk Management Framework (awareness), Security & Privacy Controls (awareness), Incident Handling Guide (awareness)

Productivity & Platforms: Microsoft Office Suite, virtual meeting platforms, GitHub Pages

Other Systems: Barcode scanners, package tracking systems, POS systems, and inventory systems

CERTIFICATIONS

CompTIA Security+
CompTIA Network+
Google Cybersecurity Professional Certification
Google IT Support Professional Certification

EXPERIENCE

UPS - Driver · Fort Myers, FL · Dec 2021–Present

- Load, scan, and deliver packages on strict deadlines while keeping deliveries accurate and secure.
- Use handheld barcode scanners and tracking systems to make sure packages are accounted for at every stop.
- Handle route challenges (traffic, address issues, gated communities) by solving problems on the spot and communicating clearly with dispatch or customers.
- Work in a fast-paced, physical environment where staying focused on safety and following procedures is critical.

PopStroke - Customer Service · Fort Myers, FL · Jul 2020–Nov 2021

- Helped guests with check-in and payments using POS tablets/kiosks; reported issues to management when devices failed.
- Did daily maintenance checks on equipment and systems to keep the venue safe and running smoothly.
- Assisted customers directly, answered questions, and fixed small issues on the spot.

- Balanced customer support with behind-the-scenes work, moving quickly between tasks.

EDUCATION

A.S., Cybersecurity Operations (in progress) — Florida SouthWestern State College · Expected 2026

TRAINING & LABS

Hands-on labs in network diagnostics (packet capture & analysis, VLANs, routing basics), Windows/Linux administration, credential security, SIEM alert triage, and incident handling via TryHackMe, Professor Messer labs, and practice exam simulations.