

Chardonel Guillaume

(239) 310-1181

guillaumechardonel@gmail.com

Portfolio: chardonelguillaume.github.io

LinkedIn: linkedin.com/in/chardonelguillaume/

SUMMARY

UPS driver transitioning into cybersecurity, bringing 3+ years of experience with chain-of-custody accuracy, SOP compliance, and exception handling in high-pressure environments. Recently earned CompTIA Security+ and building skills in network troubleshooting, Wireshark, Nmap, Windows/Linux basics, and system monitoring through labs and training. Currently pursuing Network+ to move into entry-level security or IT support roles.

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

Completed guided labs on network fundamentals, system monitoring, and incident handling via TryHackMe and Security+ prep environments.