Kenneth Guillont

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EDUCATION

CUNY Hunter College, Manhattan, New York   Expected Graduation: Fall 2024
B.A in Computer Science | Concentration in Bioinformatics | Minor in Mathematics
Certification: Google Data Analytics (2024), Google Information Technology (2024)

TECHNICAL SKILLS

Ticketing: ServiceNow
Coding languages: C++, SQL, BASH, Python, HMTL, JavaScript
Software: Splunk, Active Directory, Office 365, Outlook, Cisco AnyConnect, Duo, Slack, Zoom, Git
Networking: LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS
Platform: Windows 11 Enterprise, macOS, Android, iOS, Chrome OS

TECHNICAL EXPERIENCE

IT Support Intern, Mayor's Office of Information Services, New York, New York   07/2024 - Present
- Mitigate the local impact of global Microsoft outage by implementing system recovery procedures across multiple municipal departments, restoring functionality to compromised workstations
- Contribute to IT infrastructure upgrade initiative for multiple city departments, performing end-to-end processes including reimaging and hardware upgrades of PC towers and small form factor PCs, followed by on-site deployment with VPN and proxy configuration to align with Mayor's Office network standards and security protocols

HPC system administrator intern, Weill Cornell, New York, New York   .   09/2023 – 12/2023
- Installed, configured, and managed software stacks, including compilers, schedulers, and libraries, while demonstrating technical proficiency in computer architecture, operating systems (Linux), and networking concepts
- Assisted the reimaging process of our supercomputer post-system outage, gaining hands-on experience in system recovery and maintenance procedures and Demonstrating familiarity with hardware components
- Safeguarded 3.59 pebibytes of critical medical research data through reliable cluster management, including implementing data backups with Restic and AWS
- Utilized ServiceNow to efficiently resolve tickets and provide technical support to end-users, ensuring minimal disruption to business operations

SUPPORTING EXPERIENCE

Facilitator/Supervisor, Lifetime Athletics, West Harrison, New York   06/2023 - Present
- Direct and facilitate dynamic virtual training sessions for onboarding and continuous education, engaging small groups of ~25 participants among 36,000 nationwide employees to ensure compliance with our standard operating procedures
- Coordinate quarterly in-house training sessions for a team of approximately 40 members, structured meeting itineraries for reviewing departmental areas of improvement and implementing actionable strategies for enhancement

PwC Non-Profit Consultant Extern, Extern, New York, New York   .   05/2024 – 07/2024
- Utilize consulting frameworks to analyze and evaluate Perkins School for the Blind's professional development format, Perkins Academy, focusing on graduate-level courses and certificate offerings for educators
- Conduct comparative research on competitors in the professional development field for special needs educators, analyzing service offerings, pricing strategies, and marketing methods
- Deliver strategic insights and actionable recommendations to Perkins Academy, identifying market gaps and suggesting optimal advertising and pricing strategies

FELLOWSHIPS & EXTRACURRICULARS

- **Fellow, CUNY Tech Prep** (07/2024 – Present) Year-long program providing hands-on web development training, professional development, and tech industry connections for top CUNY students.
- **Fellow, Basta** (09/2023 - Present): Participating in 50+ hours of professional development for first-gen college students
- **Mentee, Bloomberg Basta Mentorship Program** (10/2023 - 1/2024): participated in bi-monthly virtual meetings with a Bloomberg professional mentor for 3 months, receiving career guidance and networking opportunities