LASSINE PIERRE GUINDO

Beltsville, MD 20705

240-707-4632 - guindolassine2@gmail.com

PROFESSIONAL SUMMARY

IT Specialist with a proven track record at the University of Maryland Extension, excelling in technical support and data visualization. Developed interactive dashboards that enhanced call center efficiency and drove community digital inclusion initiatives. Skilled in Python and recognized for strong problem-solving abilities, fostering improved digital literacy among diverse populations.

SKILLS

- **Programming Languages:** Python, JavaScript, HTML, CSS

- **Cybersecurity:** Wireshark, Event Viewer, Elastic Stack, Snort, John the Ripper, VirtualBox, Linux (Kali, Ubuntu, CentOS, Parrot OS)

- **Creative & Design Tools:** Blender, Canva

- **Technical Support:** Phone and in-person tech support, Remote Desktop Protocol (RDP), Troubleshooting, OS Recovery, Device Setup & Configuration

- **Data Visualization & Analytics:** Google Looker Studio (Call Center Data Analysis & Trend Monitoring), Basic SQL, Kibana

- **Security Frameworks:** NIST, OWASP, MITRE ATT&CK, Cyber Kill Chain

- **Web Development:** WordPress, Wix, Squarespace

- **Other Skills:** Microsoft Office Suite, Google Workspace, Logical Problem-Solving, Critical Thinking, Team Leadership, Project Coordination

EXPERIENCE

07/2024 to Current

IT Specialist

University of Maryland Extension – College Park, MD

- Provided phone and in-person tech support focusing on troubleshooting, OS recovery, and device setup. Developed interactive dashboards for call center data analysis and trend monitoring, including a geo map displaying call locations to deliver actionable insights.
- Assisted community members in accessing digital inclusion resources and affordable broadband services. Offered targeted guidance and training to enhance digital literacy among Maryland residents.
- Conducted research to identify local resources and community needs, ensuring effective digital access and inclusion initiatives.

10/2023 to 06/2024   **Administrative Assistant II**

University of Maryland Extension – College Park, MD
- Assisted community members in accessing digital inclusion resources and affordable broadband services.
- Conducted research to identify local resources and drive inclusion initiatives.

06/2019 to 03/2022 **COURTESY CLERK-BUNDLER**
Giant Food – Beltsville, MD
- Maintained fully stocked shelves and a welcoming store atmosphere across grocery, produce, and
- dairy. Created engaging product displays, ensured neat organization, and trained new employees.
- Provided exceptional customer service to enhance every shopping experience.

EDUCATION

Expected in 05/2025 **Associate of Science**: **Computer Technology**
Bowie State University - Bowie, MD
- Heavy focus on cloud computing, the Internet of Things (IoT), web services, and cybersecurity, making it one of the few innovative programs of its kind in Maryland. Emphasized effective
- communication of technological theory, skills, and application within field settings. Applied core technological principles of hardware and software to analyze and solve real-world problems.
- Developed, tested, secured, designed, and implemented innovative business application tools.
- Dean's List [Spring 2022]
- Dean's List [Fall 2022]

12/2022 **Associate of Science**: **Information Technology**
Prince George's Community College - Upper Marlboro, MD
- Focused on fundamental IT concepts, networking, and system administration.
- Gained hands-on experience with hardware/software troubleshooting and user support.

CERTIFICATIONS

- ArcX Foundation Cyber Threat Intelligence Analyst Certificate
- Google Cybersecurity Professional Certificate
- Introduction to Data Science Cisco Networking Academy
- Coursera/Introduction To TCP/IP
  Yonsei University

LANGUAGES

English   French

Bambara

PROJECTS

- Website Portfolio(HTML, CSS, Javascript)
- Secure Password Generation and MFA(python)
- Guess the Word(Python)
- Connection Security and Cryptography Pigpen Rail Fence Cipher Project
- Diffie-Hellman Key Exchange Project
- Security Guidelines
- Software Security Awareness
- Organizational Security in the Healthcare Industry
- Operating Systems Hardening
- Digital Certificate Project
- AI in Future Industries Proposal Project
- Use the NIST Cybersecurity Framework to Respond to a Security Incident
- Conduct a Security Audit