

FATOUMATA Y BOCOUM

Computer Network Support Specialist | IT Support & Network Technician

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Fatoumata Y Bocoum

PROFESSIONAL SUMMARY.

Certified Networking Systems & Technologies professional (Basic Networking Certificate, Dec 2025; AAS expected May 2026, 3.95 GPA) with hands-on experience in Active Directory, Cisco Packet Tracer VLANs, IPv4 subnetting, Wireshark, and network security fundamentals. Fluent in English and French with a proven track record in customer service, troubleshooting, and cross-cultural communication. Seeking entry-level roles as Computer User Support Specialist, Network Support Specialist, Systems Administrator, or Information Security Analyst.

CORE COMPETENCIES

Technical: Active Directory - Cisco Packet Tracer (VLANs) - IPv4 Subnetting & Addressing - Wireshark - Bash/PowerShell - HTML/CSS - AWS - VirtualBox - VMware - Network Troubleshooting - Information Security Fundamentals

Professional: Technical Support - Customer Service - Time Management - Attention to Detail - Teamwork - Cross-Cultural Communication

HANDS-ON LABS & TECHNICAL EXPERIENCE

- **Active Directory Lab:** Configured users, groups, OUs, and Group Policy Objects in a virtualized Windows Server environment
- **VLAN Configuration:** Designed and implemented VLANs using Cisco Packet Tracer; configured inter-VLAN routing and trunking
- **IPv4 Subnetting:** Applied CIDR subnetting to design efficient addressing schemes for multi-department networks
- **Portfolio Website:** Built and deployed a personal networking portfolio using HTML/CSS, hosted on GitHub Pages

- **Network Analysis:** Used Wireshark to capture and analyze network traffic to identify protocols and anomalies
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PROFESSIONAL EXPERIENCE

Testing Specialist (Part-Time)

Olive-Harvey College — In-Person GED Testing Center | Chicago, IL

2024 – Present

- Launch and run Pearson VUE server prior to testing sessions to ensure operational testing environment
- Access Registration Management Application (RMA) to manage daily candidate rosters, start times, and test durations
- Create detailed incident reports documenting issues, resolution steps, time impact, and candidate feedback
- Perform pre-exam equipment checks verifying audio and computer functionality for each candidate
- Manage candidate breaks and sign-ins ensuring accurate timing and exam continuity
- Enter access codes discreetly for Taxi/Limo testing maintaining exam security and integrity
- Escalate hardware issues (unresponsive keyboards, non-booting PCs, browser failures) to IT when needed
- Assist candidates remotely via Zoom to locate exams and enter access codes
- Maintain Excel logs of student IDs, arrival times, names, and test types
- Record test scores in Word documents organized by student ID
- Process score transfers to colleges and institutions upon candidate request

Entrepreneur & Small Business Owner

Chicago, IL / Mali

1999 – Present

- Operate cross-border merchandise export business for 25+ years shipping U.S. goods to Mali markets

- Manage end-to-end logistics, inventory, finance, and client relationships across two countries

Package Handler (Promoted from Loader)

UPS | Chicago, IL

Prior Experience

- Promoted based on consistent performance, reliability, and perfect attendance
- Scanned, labeled, and routed packages accurately on conveyor systems under time-sensitive conditions

Multitask Worker

Family Business | Chicago, IL / Mali

Prior Experience

- Managed retail operations including cashier duties, inventory management, and customer service

EDUCATION

Associate of Applied Science — Networking Systems & Technologies

Olive-Harvey College | Chicago, IL

Expected: May 2026

- GPA: 3.95 | Phi Theta Kappa Honor Society

Diplôme Universitaire Technique — Financial Accounting

Institute Universitaire de Gestion | Mali

June 2008

- Graduated with Very Good Mention — developed strong analytical and data management foundations

CERTIFICATIONS

- Basic Networking Systems & Technologies Certificate — Olive-Harvey College (December 2025)
- Basic Cloud Computing Certificate — Olive-Harvey College (In Progress, Summer 2026)

- Advanced Cloud Computing Certificate — Olive-Harvey College (Planned, Fall 2026)
 - CompTIA A+ / Network+ (Planned, 2026)
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LANGUAGES

English (Fluent) - French (Native) - Bambara (Native)