DJIEDJOM GBONKOU

Newburgh, NY | www.linkedin.com/in/djiedjomgbonkou

EDUCATION

Master of Science in Computer Science | *Georgia Tech (Expected January 2028)*
Bachelor of Science in Computer Science | *Queens College*
Associate of Science in Information Technology | *Monroe University*

TECHNICAL CERTIFICATIONS

CompTIA Security+ | Network+ | A+ | CompTIA IT Operations Specialist | CompTIA Secure Infrastructure Specialist

TECHNICAL STACK

NETWORK ENGINEERING & INFRASTRUCTURE: TCP/IP, LAN/WAN, VLANs, VPNs, Routing & Switching, Layer 2/Layer 3, Cisco Catalyst 9200/9300/9400/9600, Cisco Nexus 9000, Cisco Meraki MS130-12X, Enterprise Wireless, PoE, Troubleshooting
CYBERSECURITY & NETWORK SECURITY: Microsoft Sentinel (SIEM), Endpoint Security, Intune, IAM, Infrastructure Hardening, Security Controls, Security Monitoring, Access Control, Risk Mitigation, Secure Infrastructure Design
SYSTEMS ENGINEERING: Windows Server, Active Directory, Group Policy, Microsoft 365, VMware, Endpoint Management, Systems Monitoring, Backup/Recovery, Configuration Management
CLOUD & CLOUD SECURITY: Microsoft Azure, AWS, EC2, S3, Lambda, Cloud Infrastructure, Secure Cloud Architecture, SaaS
AUTOMATION & DATA: PowerShell, Python, Bash, SQL, SQL Server, ETL Pipelines, APIs, Integration, Automation
TECHNICAL LEADERSHIP: Technical Program Management, Infrastructure Projects, Vendor Coordination, UAT, Change Management, Technical Documentation, Architecture Diagrams, SOPs, SLAs, Cross-Functional Delivery, Technical Liaison, Translating Requirements for Non-Technical Audience

PROFESSIONAL EXPERIENCE

CITY OF NEWBURGH

Information Technology Systems Engineer *| Newburgh, NY | 2026 – Present*

- Administer **enterprise infrastructure**, including network, server, endpoint, identity, and systems environments that support city operations across all departments (police, fire, recreation, planning, code, water, public works, and city hall).
- Configure, maintain, troubleshoot, and monitor **Cisco Catalyst 9200/9300 switches.**
- Support **Cisco Meraki switching and wireless infrastructure** through Meraki Dashboard.
- Administer and support **Windows Server, Active Directory, Group Policy, Microsoft 365, and endpoint management**.
- Apply network monitoring and FortiGate firewalls to strengthen **access control and security posture**.
- Collaborate with stakeholders to resolve infrastructure issues and deliver reliable technology services to city departments.

REGIONAL FOOD BANK (FEEDING AMERICA)

Programs and Partner Technology Manager (Technical Program Manager) *| Northeastern NY | 2024 – 2026*

- Led end-to-end delivery of enterprise technology programs supporting **1,200+ agencies across a 23-county network**.
- Led technical discovery, architecture, and implementation of **API/webhook-based integrations**.
- Developed and maintained **system architecture diagrams, technical documentation, SOPs, and operational procedures**.
- Oversaw data integrity and governance across funding systems, managing **more than $10.2M**.
- Served as technical liaison between leadership, program teams, vendors, and technical stakeholders, translating operational requirements into secure and scalable technology solutions.

RESOURCE RECOVERY CENTER OF ORANGE COUNTY

Information Technology Engineer *| Orange County, NY | 2024 – 2026*

- Engineered and administered **enterprise network, systems, cloud, virtualization, and endpoint infrastructure**.
- Configured and troubleshot **Cisco Catalyst 9400/9600 switching environments** (VLANs, L2/L3 connectivity, PoE).
- Applied device compliance, identity management, endpoint controls, and security policies through **Intune, AD, and GPO**.
- Supported **Windows Server and VMware** environments, maintaining availability, configuration standards, and reliability.
- Led network modernization initiatives involving **switching, routing, UPS infrastructure, and system upgrades**.
- Implemented IPS/IDS technologies for **network and infrastructure monitoring and alerting**.
- Applied infrastructure hardening and operational controls to strengthen the organization's security posture.

DRS 2 HEALTH

Information Technology Specialist *| New York, NY | 2021 – 2024*

- Supported full-spectrum IT operations (infrastructure, networking, and systems) in a HIPAA-regulated environment.
- Maintained secure systems, backups, and network infrastructure to ensure operational continuity.
- Implemented system hardening and security practices designed to protect sensitive healthcare information.

LANGUAGES

English (Fluent), French (Native), Ewe (Native)