

Kerby B. Guillaume

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EDUCATION

Old Dominion University
Bachelor of Science, **School of Cybersecurity**

Graduation Date: December 2026
Deans List 2026

CERTIFICATIONS

CompTIA Security+ (SY0-701)

In Progress

WORK EXPERIENCE

HVAC Branch Sales Associate, Carrier Enterprise

June 2023 – Present

- Provide **customer support** and technical assistance while utilizing **company software systems** to process orders and manage operations.
- Solve customer issues and deliver solutions in a fast-paced environment.
- Demonstrate strong communication and **problem-solving** skills while supporting customers.

Forklift Warehouse Operations Associate, Carrier Enterprise

June 2023 – Present

- Utilize inventory management systems and technology platforms to track products and operational workflows.
- Maintain accuracy and attention to detail in high-volume environments.
- Work **collaboratively with teams** to meet productivity and efficiency goals.

LEADERSHIP EXPERIENCE AND INVOLVEMENT

Lead Truck Loader, Ryder

January 2024 - Present

- Leading daily truck loading operations by coordinating team workflows, prioritizing deliveries, and ensuring shipments are loaded accurately and on schedule.
- Communicating with drivers and supervising personnel to resolve logistical issues in order to support organized delivery processes.

PROJECTS/SKILLS

Active Directory Domain Administration, Windows Server 2022

July 2026

- Built a **Windows Server 2022** Active Directory domain by creating and organizing **Organizational Units (OUs)** for users, computers, and servers **across multiple business locations**.
- Applied Active Directory administrative best practices, including logical **directory organization** and role-based access control (**RBAC**), to develop hands-on experience with enterprise Windows environments.
- Configured **Group Policy Objects (GPOs)** using the **Group Policy Management Console (GPMC)** to enforce domain-wide security settings and gain **hands-on experience administering Windows Server 2022** environments.
- Implemented an **Account Lockout** Policy through the Group Policy Management Console to mitigate brute-force attacks, reinforcing knowledge of authentication security and enterprise access control.

Microsoft Entra ID Identity & Access Management, Microsoft Entra ID (P1)

July 2026

- Enrolled and managed a **Windows 11** virtual machine in Microsoft Entra Admin Center, deploying device configuration profiles and compliance policies while validating policy synchronization and **troubleshooting endpoint management** tasks.
- Simulated enterprise **help desk operations** by creating and managing Microsoft Entra ID user accounts, security groups, and administrative roles, performing password resets, account recovery, and user access management using role-based access control.
- Implemented **Multi-Factor Authentication (MFA)** and Conditional Access policies to secure user access, troubleshoot authentication scenarios, and enforce organization-wide security practices including legacy authentication blocking and group-based access controls.

Information Technology Portfolio Website | VS Code, Next.js, Vercel

August 2026

- Developed a **responsive portfolio webpage** showcasing hands-on projects in **system administration** and IT troubleshooting.

IT Help Desk Simulation | SysDesks

September 2026

- Troubleshoot simulated **Tier 1 incidents** involving user accounts, Active Directory, networking, and infrastructure.
- Document findings, **communicated with end users**, and applied authorized resolutions through a service-desk workflow.

Technical Skills: MacOS - Microsoft Windows Server - Office 365 - Active Directory Domain Services (AD DS) - Microsoft Entra ID (Azure Active Directory) - Multi-Factor Authentication (MFA) - Identity & Access Management (IAM) - User Account Management - Group Policy Management Console - Conditional Access - DNS - VS Studio Code - VMWare - Vercel - Zoom Workplace - Self Service Password Reset (SSPR)