

KAWSU SILLAH

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PROFESSIONAL SUMMARY

Dynamic and hands-on Senior Information Technology Manager with over 18 years of global IT experience distributed across network engineering, systems administration, project management, and user training. Proven track record of designing, deploying, and managing enterprise-level infrastructure for multi-location corporate environments. Currently pursuing a BS in Information Technology (Cybersecurity) with a 4.0 GPA to complement extensive practical experience with advanced threat mitigation and security protocols. Recognized for bridging the gap between highly technical execution and strategic business operations.

CORE COMPETENCIES

- **IT Infrastructure & Networking:** Meraki Network Deployment, LAN/WAN, VPNs, Hardware/Software Installation
 - **Systems & Operations:** POS Systems, CCTV, Kiosks, Digital Menus, Kitchen Display Systems (KDS)
 - **Cybersecurity & Compliance:** Endpoint Security, Anti-Virus Portal Management, Network Access Control
 - **Leadership & Management:** Vendor Supervision, End-User Training, Project Management, Technical Writing
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PROFESSIONAL EXPERIENCE

Founders Table Restaurant Group (Chopt Creative Salad Company) | New York, NY / New Jersey *A multi-brand restaurant group operating nationwide.* **Senior Information Technology Manager** | Feb 2022 – Present

- Direct and manage the complete IT infrastructure distributed across 125+ corporate and franchise locations.
- Source, configure, and install comprehensive Meraki network environments; personally built network infrastructure for 35+ locations from the ground up and actively supervise third-party vendors for remaining deployments.
- Orchestrate the deployment, integration, and maintenance of all critical operational technologies, including CCTV, digital menu boards, interactive kiosks, music systems, and Kitchen Display Systems (KDS).
- Administer the centralized corporate anti-virus portal to ensure robust endpoint security, threat mitigation, and vulnerability management.

- Provide Tier-3 technical escalation support and design continuous technology training programs for end-users and site management.

IT Specialist | *Jan 2016 – Feb 2022*

- Managed daily IT support services, network health, and helpdesk operations across the enterprise.
- Supervised the IT infrastructure of all active stores, ensuring maximum uptime for point-of-sale (POS) and critical network systems.
- Implemented new IT infrastructure designs to seamlessly support rapid brand expansion and new store openings.

Assistant Restaurant Manager (Chopt) | *Jan 2013 – Jan 2016*

- Directed daily store operations, employee scheduling, customer service, and health/safety compliance, gaining a deep understanding of end-user operational needs before transitioning into the corporate IT division.

International Commercial Bank (G) Ltd | Kairaba Ave, Gambia **System Administrator** / **Assistant IT Officer** | *Jul 2008 – Nov 2010*

- Monitored daily and monthly database backups, internet connectivity, and secure VPN connections for regional banking branches.
- Administered the ICBA (Accounting System) and facilitated comprehensive training for banking staff on software usage and security best practices.
- Provided hands-on hardware and software support, maintaining optimal working conditions for all network endpoints.

JollofTutors Professional Institution | Kairaba Ave, Gambia **IT Coordinator** / **Lecturer** | *Aug 2005 – Jun 2008*

- Delivered technical solutions and comprehensive IT administration across five high-volume computer laboratories.
- Developed technical training plans, coordinated IT tutors, monitored educational performance, and reported directly to the CEO.
- Lectured on Computer Hardware (A+), Network Maintenance, and IT modules for UK-accredited courses (ABE, IMIS, AAT, CAT).

EDUCATION & CERTIFICATIONS

William Paterson University of New Jersey (WPUNJ) Bachelor of Science in Information Technology, Concentration in Cybersecurity | *Expected Summer 2028*

- **GPA:** 4.000 | **Awards/Honors:** Pioneer Success, Foundations Complete

Union County College, New Jersey Associate of Science (AS/AA) in Computer Science |
Completed

Additional Education & Early Coursework:

- **Borough of Manhattan Community College (BMCC) & Tacoma Community College** – Associate Degree Coursework (2013-2015)
- **Association of Business Executives UK** – Business Information System Diploma 2 (2007)

Certifications:

- **Certified IT Trainer** – National Training Authority, Gambia (2009)
 - **Certificate in PC Repairs & Maintenance** – ITS School of Business, Gambia (2004)
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LEADERSHIP & VOLUNTEERING

Center For African Empowerment USA | New York, NY **Head of Information Technology** |
Feb 2016 – Present

- Direct and support all IT initiatives, website management (www.cfaeusa.org), and digital communications for this civil rights and social action organization.

Gambia Volleyball Association | Gambia **Secretary General / Referee** | *Sep 2000 – Sep 2009*

- Managed core administrative operations, maintained relations with international associations, and provided strategic assistance to the President.