Banta Sylla

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Professional Summary

Entry-level IT and Systems professional with a Bachelor's degree in Computer Science Technology and a strong foundation in enterprise IT operations, cloud fundamentals, troubleshooting, and system documentation. Experienced building IT support platforms, deploying web-based tools, designing databases, and working with hardware-driven systems through academic and applied projects. Brings a reliable, process-driven approach to IT operations and infrastructure.

Education

Ottawa University   **Aug 2021 - May 2025**
Bachelor of Science, Computer Science Technology   *Ottawa, Kansas*
  • **GPA:** 3.41
  • **Achievements:** Dean's Honor Roll, Outstanding Student Award - Computer Science
  • **Coursework:** Cloud Computing Architecture, Systems Analysis and Design, Information Technology Project Management, Advanced Database Systems, Data Protection

Technical Skills

  • IT Operations & Troubleshooting, Systems Analysis & Documentation, Networking Fundamentals (DNS, DHCP, TCP/IP), Windows & Linux Basics, Cloud Computing Concepts (IaaS, PaaS, SaaS), Virtual Machines & System Deployment, PostgreSQL & SQL, Process Improvement & Change Tracking, Technical Support, Desktop Support, Help Desk Operations, IT Support, Systems Administration (Junior), IT Operations, Infrastructure Support, Troubleshooting Methodology, TCP/IP, DNS, DHCP, Network Troubleshooting, Windows OS, Linux OS, Command Line Tools, System Configuration, Cloud Support, Virtual Machines-, Virtualization, Infrastructure Basics, System Deployment, SaaS Administration, SQL, PostgreSQL, Data Integrity, Reporting Systems, Documentation Standards, Process Improvement, Change Management, Ticketing Systems, IT Service Management (ITSM), Customer Support, End-User Support, SLA Awareness

Featured IT Projects

Enterprise IT Department Platform
  • Built an internal IT portal with support workflows, FAQs, documentation, and a structured approach to IT operations and user support.
  • Designed system workflows using process diagrams and documentation standards to ensure maintainability and user clarity.
  • Deployed and tested applications across multiple environments, validating configurations before rollout.
  • Built troubleshooting guides and FAQs to simulate enterprise IT support operations.

Relational Database System Design
  • Designed and implemented a normalized database with ERDs, schemas, and SQL reporting to support organized data operations.
  • Normalized database schemas to reduce redundancy and improve reporting accuracy.

Raspberry Pi Smart Display System
  • Built a Raspberry Pi powered display system with hardware integration, OS setup, testing, and deployment troubleshooting.
  • Documented system architecture and deployment steps for reproducibility.

ISTI Systems Website
  • Created an academic systems website emphasizing structured navigation, deployment, and platform documentation.
  • Designed system workflows using process diagrams and documentation standards to ensure maintainability and user clarity.
  • Deployed and tested applications across multiple environments, validating configurations before rollout.
  • Built troubleshooting guides and FAQs to simulate enterprise IT support operations.

Ongoing IT Learning & Labs
  • Hands-on practice focused on troubleshooting, cloud fundamentals, system documentation, and enterprise IT workflows.

Server Setup Podcast
  • Instructional video explaining server setup concepts and operational best practices in a clear, accessible format.

Telling Your War Story
  • Technical walkthrough centered on system evaluation, documentation, and reporting in a controlled lab environment.

Experience

City Market (Kroger Subsidiary)   **Apr 2020 - Present**
Multiple Roles
Followed operational procedures across departments while managing inventory, transactions, and customer orders.
  • Resolved customer order and POS issues by following standardized troubleshooting checklists and escalation paths, helping reduce fulfillment delays during peak hours.

- Coordinated across 4+ departments to maintain inventory accuracy and document process gaps that improved order flow and shift handoffs.
- Supported digital ordering platforms by reproducing errors, validating fixes, and confirming system stability, which minimized downtime and kept order processing on schedule
- Tracked recurring operational issues and shared findings with supervisors to prevent repeat disruptions.

University of Colorado Boulder   **Jun 2024 - Present**
Mountain Peer Advisor & Teacher's Aid
Supported first-generation students navigating academic systems and schedules.
- Guided 15+ first-generation students through academic systems and schedules with structured checklists and daily coordination, helping them stay on track and complete required courses on time
- Diagnosed technology and logistics issues by documenting symptoms, testing solutions, and communicating updates to instructors and program staff, which restored system access and kept class activities running smoothly
- Created quick-reference guides for schedules, platforms, and resources that reduced repeated student questions during the program.
- Supported classroom facilitation and administrative workflows by organizing materials and resolving day-to-day technical obstacles, which reduced setup time and improved session efficiency

Target / Skyline Cinema 8   **Mar 2016 - Aug 2019**
Retail Associate & Theater Staff
Supported daily operations in customer-facing roles requiring teamwork and reliability.