

# Jamal Hypolite

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## EDUCATION

**University at Buffalo**, Buffalo, NY

June 2023 – Feb 2024

Cybersecurity Bootcamp

**Courses:** Cybersecurity Fundamentals, Computer Networking, Cloud Security, Microsoft Security

**SUNY Fredonia**, Fredonia, NY

Aug 2015 – Dec 2020

**B.A** Visual Arts & New Media

## CERTIFICATION & SKILLS PROFILE

**Certifications:** CompTIA Security+ (in progress)

**Operating systems:** Foundational knowledge of Windows and Linux

**Networking:** Foundational knowledge of TCP/IP, DNS, DHCP

## PROFESSIONAL EXPERIENCE

**Helios Network**, New London, CT

Apr 2025 – July 2025

*Frontier Sales Representative*

- Exceed sales targets consistently through door-to-door engagement, maintaining high conversion rates, and upselling fiber bundles and add-ons, achieving 133% of the Value Added Services (VAS) target.
- Provide expert product knowledge to guide customers in making informed purchasing decisions, resulting in a 60% improvement in customer confidence and conversions.
- Collaborate cross-functionally with sales, marketing, and technical support teams to resolve inquiries and troubleshoot issues swiftly, delivering exceptional service and reducing customer complaints.

**AutoZone**, Hamden, CT

Dec 2023 – Apr 2025

*Customer Satisfaction/ Commercial Driver*

- Maintained up-to-date knowledge of AutoZone products and services to provide accurate information and recommendations to customers, enhancing their overall experience.
- Operated company vehicles safely and efficiently, delivering parts and supplies to various locations while maintaining a clean driving record.

**Tesla**, Buffalo, NY

May 2022 – July 2023

*Data Annotation Specialist*

- Labeled data critical for training powerful Deep Neural Networks, which help drive the Tesla vehicles autonomously.
- Interact with the computer vision engineers to help improve on the design of an efficient labeling interface.

**Staffing Solutions Organization**, Remote

Jan 2021– Feb 2022

*Contact Tracer/ Case Investigator*

- Contacted people with laboratory-confirmed, probable, and suspected diagnoses of COVID-19 and provided health education and guidance in order to interrupt ongoing disease transmission.
- Monitored individuals for the duration of their quarantine and coordinated assistance when needed.