

GEORGE CHIMALILO

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PROFESSIONAL SUMMARY

Customer-centric and highly organized IT Professional with 5+ years of experience in systems support, web development, and business administration. Armed with an AAS in Cybersecurity, a strong foundation in networking concepts (TCP/IP, routing, and switching), and a passion for "Service First" troubleshooting. Proven ability to rapidly diagnose complex Windows, software, and hardware issues while maintaining clear, courteous, and efficient communication with end-users.

TECHNICAL & FUNCTIONAL SKILLS

OS & Software:	Windows OS (10/11), macOS, Linux, MS Office, LibreOffice, Active Directory, Office 365, Virtualization (VMware/VirtualBox).
Network & Connectivity:	TCP/IP, LAN/WAN, Routing & Switching, Network Configuration & Security, VPN, Troubleshooting Connectivity.
Help Desk Competencies:	Hardware & Software Troubleshooting, Ticket Triage & Prioritization, Time Management, Written & Verbal Communication.
Programming & Dev:	Python, PHP, SQL, HTML/CSS, JavaScript.

PROFESSIONAL EXPERIENCE

IT Intern

Jan 2025 – May 2025

HUBZone National Contractors Council

Oakland, MD

- Designed and implemented structured layouts and reusable components, **resolving cross-device rendering and performance issues within strict constraints.**
- Managed redesign and updates of organizational systems, **delivering a 25% improvement in page loading speeds** and establishing seamless end-user workflows.
- Collaborated directly with organization leadership, **translating complex business requirements into high-performing digital solutions.**

Owner & Lead Developer

May 2021 – Present

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McHenry, MD

- Built, secured, and maintained company website, hosting, and communication databases, **minimizing technical downtime and boosting customer inquiries by 150%.**
- Served as primary level-1 point of contact for external clients, resolving service requests and scheduling issues through structured, courteous, and fast email/phone communication.
- Managed all technical troubleshooting, resource allocation, and budget optimization, **reducing operational overhead by 15%.**

Board Member

Dec 2018 – Present

Chimalilo Holdings Limited (CHL)

Dar es Salaam, Tanzania

- Contributed to the development, review, and approval of strategic plans and financial audits, **improving overall resource allocation efficiency by 20%.**

TECHNICAL PROJECTS

Penetration Testing GUI Toolkit (Python, Linux, Networking)

Developed a custom multi-functional security GUI application integrating authentication attacks, cryptography, and network scanning scripts, **saving manual system assessment and network check times by 40%.**

SQL Injection & Vulnerability Tester (Python, SQL)

Created an automated Python tool that sends queries to endpoints and analyzes target outputs to **diagnose backend database connectivity and logic errors with 95% accuracy.**

EDUCATION

Associate of Applied Science: Cybersecurity

Garrett College

Graduation: May 2025

McHenry, MD

Associate of Applied Science: Computer Studies

Coventry University

January 2017

Coventry, UK

CERTIFICATIONS

Google: Connect and Protect: Network Security (May 2025) | Manage Security Risks (May 2025) | Assets, Threats & Vulnerabilities (May 2025) | Tools of the Trade: Linux & SQL (Dec 2023) | Foundations of Cybersecurity (Nov 2023)

TestOut: LinuxPro (May 2020)