

# Jordan Basabanda

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## EDUCATION

### University of Notre Dame

*Bachelor of Science in Computer Science*

Notre Dame, IN

*Expected May 2026*

**Organizations:** Galvin Scholar, Questbridge Scholar, Transformational Leaders Program, ColorStack, SHPE

**Relevant Courses:** Data Structures and Algorithms, Systems Programming, Logic Design, Discrete Math

## SKILLS

**Programming Languages:** Python, C, HTML, CSS, Javascript, Matlab

**Certifications:** Google IT Support Professional, COMPTIA ITF+, Office 365, Adobe Photoshop

**Tools and Technologies:** ServiceNow, OKTA, Canvas, Bomgar, KnowBe4, JIRA, Git/GitHub, Slack, React

**Technical:** VPN & Risk Management, User Authentication, Incident Management, Technical Documentation

## EXPERIENCE

### Cybersecurity Analyst Intern

June 2024 – August 2024

*Leggett and Platt*

*Orlando, FL*

- Managed training campaigns by compiling and uploading training content onto the KnowBe4 platform, monitoring progress to generate reports to support management in evaluating training
- Collaborated with team to improve training processes and ensure smooth integration across the organization
- Managed risk scores and conducted phishing email tests to assess and mitigate employee risk levels

### Information Technology Support Specialist

Aug 2023 – Present

*University of Notre Dame*

*Notre Dame, IN*

- Utilized ServiceNow to efficiently address and resolve an average of 100 support tickets per week
- Managed and maintained OKTA authentication systems, ensuring smooth authentication processes and access control for over 10,000 users
- Diagnosed and resolved issues including printing problems, WiFi connectivity issues, and operating system errors, ensuring seamless workflow for thousands of students, faculty, and staff on campus

### Undergraduate Research Intern

May 2023 – Aug 2023

*University of Notre Dame*

*Notre Dame, IN*

- Conducted comprehensive research on effective storytelling techniques in college applications, presenting findings at the University of Notre Dame's Research Symposium
- Prototyped a web application using HTML, CSS, JavaScript, and React, resulting in a 20% increase in user engagement during initial testing phases
- Developed interactive features, such as annotation tools for resumes and applications with highlighting, tags, and comments; resulting in a streamlined applicant screening processes

## PROJECTS

### SteamView | *Python, Matlab*

- Designed & implemented an app to simulate and displayed the most popular games on the Steam platform
- Conducted thorough research on gaming trends and collaborated effectively with team member to brainstorm ideas, allocate tasks, take in user feedback, conduct tests; resulting in a timely project completion

### Breakout Game | *C, X11 Graphics*

- Developed a Breakout game utilizing modular programming techniques to ensure code maintainability and scalability; resulting in the chance for future updates
- Implemented game mechanics including paddle movement, ball physics, brick destruction, collision detection, score keeping; resulting in an increase in user engagement

### Exploring Intersexuality Website | *HTML, CSS, JavaScript*

- Developed a resource hub utilizing HTML, CSS and JS to advocate for intersex rights and awareness using curated resources including articles, academic journals, and educational videos
- Designed and implemented an interactive quiz using JavaScript; resulting in higher engagement and interactivity