Jordan Basabanda

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EDUCATION

University of Notre Dame   Notre Dame, IN
Bachelor of Science in Computer Science   *Expected Graduation: May 2026*
Organizations: Galvin Scholar,Questbridge Scholar,Transformational Leaders Program, ColorStack,SHPE
Relevant Courses: Data Structures and Algorithms, Systems Programming,Logic Design,Discrete Math

EXPERIENCE

Cybersecurity Analyst Intern   June 2024 – Present
Leggett and Platt   *Orlando, FL*
- Managed training campaigns by uploading and organizing training content on the KnowBe4 platform, monitoring progress to generate reports to support management in evaluating training
- Collaborated with team to improve training processes and ensure smooth integrations 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, analyzing over 500 successful applicant profiles
- Implemented HTML, CSS, JavaScript, and React elements to prototype a web application, achieving a 20% increase in user engagement during initial testing phases
- Integrated interactive features and elements, including the ability to annotate resumes and applications through the use of highlighting, tags, and comments, designed to streamline applicant screening processes

PROJECTS

SteamView | *Python, Matlab*
- Designed and implemented an innovative app to simulate and showcase the most popular games on the gaming platform Steam
- Conducted thorough research on gaming trends and collaborated effectively with team member to brainstorm ideas, allocate tasks, and ensure timely project completion

Breakout Game | *C, X11 Graphics*
- Developed an immersive Breakout game utilizing X11 graphics library in C and utilized modular programming techniques to ensure code maintainability and scalability, facilitating future enhancements and updates
- Implemented game mechanics, including paddle movement, ball physics, and brick destruction, collision detection, enhancing 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 to engage visitors and promote understanding of intersex related issues

SKILLS

Programming Languages: Python,C,HTML,Javascript,CSS
Certifcations: Google IT Support Professional,COMPTIA ITF+,Office 365(Excel,PowerPoint,Word),Adobe Photoshop
Technical Support: VPN Management,OKTA,ServiceNow,Canvas, Bomgar,Email systems,Mac,Windows,Linux OS