



# Michael Zuppardo

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3817 Lime St.  
Metairie, LA  
United States Citizen

## Summary

Flexible Student Worker possessing outstanding coding competency and excellent versatility in computer operating systems and software. Organized and helpful individual committed to fostering and sustaining strong relationships with coworkers and customers. Driven to succeed and attain targets.

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## Education

### Computer Science

University of South Alabama • Mobile, Alabama  
B.S. Computer Science  
Graduation: May 2025  
GPA: 4.0

### Computer and Information Science

University of South Alabama • Mobile, Alabama  
M.S. Computer and Information Science  
Graduation: May 2027  
GPA: 4.0

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## Experience

### Phone Operator/Customer Service

Computer Services Center • Mobile, Alabama  
October 2022 - Present

- Answers the telephone and provides information to callers having a particular problem
  - Organizes caller problems into a ticket-based system; manages this system to ensure accurate records
  - Travels throughout campus to provide in-person assistance to students and faculty
  - Works front desk shifts providing assistance to walk-in clients as well as managing deliveries and security
  - Interacts with a team to ask questions and learn the proper procedures for handling certain tasks
  - Conducts PC-setups for university computers; installs proper services and programs to meet university standards
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## Skills

- Windows and Linux OS proficiency
  - Java, C++, and Kotlin
  - Writing
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## Organizations

## CyberPatriots Member

Brother Martin High School • New Orleans, Louisiana

August 2016 - May 2021

- Analyzed pre-built Windows and Linux instances for malware, security vulnerabilities, and compliance with fictional company policies
- Used bash scripting techniques to automate common security checks, program updates, and user permissions
- Utilized problem solving abilities to answer questions on topics such as cryptography, backdoor analysis, data obfuscation, and service hardening
- Collaborated with a team of five in six-hour competition windows for national recognition
- Worked with Cisco Packet Tracer to service fictional network routines involving routers, switches, and servers
- Placed first in the state during state-wide and semifinal rounds of Cyberpatriot XII

## National Honors Society Member

Brother Martin High School • New Orleans, Louisiana

November 2019 - 2021

- Tutored students in math and computer science subjects on an as needed basis
- Used Excel to maintain a spreadsheet containing Quiz Bowl question data, which is updated proactively with member-submitted question types
- Utilized data analysis practices to navigate spreadsheet data and formulate relevant conclusions from information patterns
- Coordinated with spreadsheet maintainers to divide workload efficiently and establish formatting standards

## Video Game Development Club Secretary

University of South Alabama • Mobile, Alabama

September 2022 - Present

- Leads recruitment efforts, club advertisements, and announcements within the organization
- Responds to emails regarding club involvement and individual interest in club activities
- Works alongside club officers to plan events and maximize member participation
- Manages a Discord messaging server consisting of approximately 100 current, prospective, and graduate club members
- Conceptualized the organization's first ever year-long game development project, in which members design, implement, test, and maintain a game project from scratch
- Utilizes Github and Unity for version control and code contribution of the club's game development project

## DayZero Member

University of South Alabama • Mobile, Alabama

September 2021 - Present

- Participates in CTF and other cybersecurity competitions with team members
- Acquires new techniques from resources presented or linked to by the organization
- Solves problems involving cryptography, web exploitation, and forensics
- Works with both Windows and Linux operating systems in competitions and activities

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## Awards

- Merit Based Tuition Scholarship - University of South Alabama (2021-present)
- EBSCO Scholarship in Computing - University of South Alabama (2022-2023)
- BBVA Compass Cyber Sec Sch - University of South Alabama (2022-2023)
- Brother Leo Godin, S.C. Award - Brother Martin High School (2021-2022)
- Computer Science Scholarship - Brother Martin High School (2021-2022)